

HEALTH CARE FINANCING ADMINISTRATION

**CARRIER WORKLOAD
AND PROCESSING TIME
REPORT
JULY 1987**

REPORTS

RA

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C367

1987:July



U.S. Department of
Health and Human Services
Health Care Financing Administration

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CARRIER WORKLOAD AND PROCESSING TIME REPORT

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FOREWORD

This report summarizes the status of carrier workloads for July 1987. The report contains tables showing workload data and selected workload performance indicators in summary form and for individual carriers.

Also included in this report are tables showing processing time data (claims processing timeliness--CPT) by type of bill. In addition, interest data on clean bills not paid within 30 days is displayed. Definitions of the terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

Health Care Financing Administration
Bureau of Program Operations
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CARRIER CLAIM WORKLOADS AND PROCESSING TIMES

JULY 1987

HIGHLIGHTS

	Jul 1987	Jun 1987	Jul 1986	July 1987	
				Percent Chg from Jun 1987	Percent Chg from Jul 1986
Number of 1/					
Claims Received	30.32	30.04	26.20	0.9	15.7
Claims Processed	30.39	29.93	27.36	1.5	11.1
Claims Pending	9.59	9.72	16.67	-1.3	-42.5
Assignment Rate	74.1	73.7	68.4	0.5	8.3
Electronic Media Claims 1/					
Number	9.92	9.21	7.16	7.7	38.5
Percent Received	32.7	30.7	27.3	6.5	19.8
Processing Time (CPT) Data					
Percent Clean Processed					
In 30 Days					
Total	97.7	97.9	-	-0.2	-
Assigned					
Physician	97.8	98.0	-	-0.2	-
DME	97.1	96.1	-	1.0	-
Lab	98.9	98.9	-	0.0	-
Ambulance	98.5	98.3	-	0.2	-
Other Non-Physician	98.4	97.4	-	1.0	-
Unassigned	97.2	97.7	-	-0.5	-
Percent Total Processed					
In 60 Days					
Total	98.7	98.6	-	0.1	-
Physician (Assigned)	98.8	98.7	-	0.1	-
Unassigned	97.4	98.4	-	-1.0	-
Percent Total Processed					
In 90 Days					
Total	99.5	99.5	-	0.0	-
Physician (Assigned)	99.5	99.5	-	0.0	-
Unassigned	99.2	99.5	-	-0.3	-
Interest 2/					
Number of Claims	473.6	391.7	-	20.9	-
Amount Paid	\$203.2	\$169.4	-	20.0	-

1/ Numbers in millions

2/ Numbers and amounts in thousands

Executive Summary

- o The number of claims pending at the end of July 1987 was 9.6 million, a decrease of 1.3 percent from the pending at the end of June 1987, and a decrease of 42.5 percent from the pending at the end of July 1986.
- o The assignment rate, which has been increasing each month since December 1986, registered 74.1 percent in July 1987, an increase of 0.5 percent over the rate for June 1987.
- o The percent of clean claims processed in 30 days or less was 97.7 percent in July 1987, representing a decrease of 0.2 of a percentage point from June 1987.
- o Claims for which interest was paid totaled 473,554 in June 1987. Carriers paid \$203,239 in interest on these claims. This was a 20 percent increase over the interest paid in June 1987 of \$169,442. This increase can be attributed to the fact that interest is payable only on claims received on or after April 1, 1987. Therefore in June, interest was payable on claims paid after 30 days but never older than 91 days. However, in July, interest was payable on claims paid after 30 days and possibly as old as 122 days.

AGING OF ACCOUNTS

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, JULY 1986 - JULY 1987

-----Claims Processed During Month (000s)-----													
Month	Claims Received During Month (000s)	-----Including Replicates-----			-----Claims Paid-----			Applied Toward Deductible			-----Claims Pending (000s)-----		
		Total Number	Number	Percent of Total Processed	Number	Claims Denied	Number Excluding Replicates	Total	Over 30 Days	Over 60 Days	---End of Month---		
1986													
July	26,198.8	27,363.3	23,041.0	84.2	1,991.8	2,330.5	27,113.7	16,673.2	3,148.3	952.6			
August	24,306.8	26,576.5	22,675.6	85.3	1,548.8	2,352.1	26,347.1	14,258.0	2,560.4	857.9			
September	26,148.4	28,181.1	24,283.2	86.2	1,281.4	2,616.5	27,972.0	11,873.0	1,993.6	681.6			
FY 1986	300,930.0	298,849.2	244,047.2	81.7	28,921.7	25,880.3	296,549.4	---	---	---			
October	27,951.7	28,216.5	24,537.2	87.0	1,125.2	2,554.1	27,961.5	11,496.9	1,890.7	549.3			
November	22,693.3	22,812.7	19,901.7	87.2	780.8	2,129.9	22,535.9	11,311.4	1,876.2	600.3			
December	27,460.3	26,244.7	23,060.6	87.9	795.1	2,389.0	25,941.5	12,950.9	2,191.5	626.9			
CY 1986	306,714.2	305,356.8	249,336.9	81.7	28,954.3	27,065.6	302,558.1	---	---	---			
1987													
January	26,951.2	26,204.1	21,427.0	81.8	2,175.4	2,601.7	25,853.5	13,740.6	2,400.9	648.8			
February	25,814.4	27,427.7	19,130.4	69.8	5,636.0	2,661.3	27,115.5	12,063.0	1,884.8	622.0			
March	29,659.7	31,218.4	22,795.9	73.0	5,384.3	3,038.2	30,961.1	10,510.0	1,331.2	483.4			
April	29,192.1	29,849.7	23,394.3	80.1	3,805.4	2,650.1	29,656.0	9,852.5	1,154.6	428.8			
May	27,695.3	27,947.3	22,770.1	81.5	2,721.1	2,456.0	27,792.7	9,611.2	998.2	400.4			
June	30,035.1	29,927.9	25,069.3	83.8	2,221.6	2,637.0	29,768.6	9,721.6	884.2	347.3			
July	30,316.8	30,391.3	26,053.2	85.7	1,746.4	2,591.7	30,230.5	9,590.1	919.0	285.5			
FY to Date	277,770.0	280,240.4	228,140.0	81.4	26,391.4	25,709.0	277,817.4	---	---	---			

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, JULY 1986 - JULY 1987

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media				Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
			Number	Percent of Total Claims Received	Assigned-- Percent of Ass'd 1500s Received	Unassigned-- Percent of Unass'd 1500s Received		
-----HCFA-1500s-----								
Total								

1986								
July	68.4	104.4	7,162,476	27.3	34.1	12.7	0.9	3.3
August	67.8	109.3	6,531,669	26.9	33.5	12.9	0.9	3.4
September	69.0	107.8	7,414,677	28.4	35.0	13.7	0.7	3.5
FY 1986	68.0	99.3	75,142,583	25.0	31.1	12.0	0.8	3.4
October	68.1	100.9	7,951,303	28.4	35.3	13.8	0.9	3.7
November	68.2	100.5	6,500,655	28.6	34.9	15.3	1.2	3.6
December	68.0	95.6	8,140,853	29.6	36.6	14.9	1.2	3.5
CY 1986	68.0	99.6	81,482,480	26.6	32.9	13.1	0.9	3.5
1987								
January	68.8	97.2	7,856,889	29.2	35.8	14.5	1.3	3.6
February	70.9	106.2	7,960,158	30.8	37.1	15.6	1.1	3.6
March	72.1	105.3	8,965,596	30.2	35.8	15.7	0.8	4.4
April	73.5	102.3	9,320,565	31.9	37.4	16.7	0.6	4.6
May	73.5	100.9	8,957,413	32.3	37.9	16.9	0.6	4.0
June	73.7	99.6	9,211,938	30.7	35.5	17.1	0.5	4.4
July	74.1	100.2	9,919,351	32.7	37.7	18.4	0.5	4.3
FY to Date	71.2	100.9	84,784,717	30.5	36.4	15.9	0.9	4.0

TABLE C: NUMBER OF INQUIRIES PROCESSED, BY TYPE, JULY 1986 - JULY 1987

Month	Total Inquiries Processed				Beneficiary Inquiries Processed				Provider Inquiries Processed			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Jul	1,790,766	1,311,389	40,501	438,876	1,279,909	1,036,214	39,317	204,378	510,857	275,175	1,184	234,498
Aug	1,712,327	1,255,258	39,361	417,708	1,217,358	988,853	38,281	190,224	494,969	266,405	1,080	227,484
Sep	1,833,595	1,352,557	40,459	440,080	1,324,646	1,076,456	39,800	208,390	508,949	276,101	1,158	231,690
FY 1986	20,440,739	15,047,564	467,459	4,925,716	14,766,424	11,921,907	454,421	2,390,096	5,674,315	3,125,657	13,038	2,535,620
Oct	1,907,156	1,436,632	49,991	420,533	1,389,318	1,138,236	46,586	204,496	517,838	298,396	3,405	216,037
Nov	1,516,556	1,112,033	36,613	367,190	1,087,862	877,739	35,378	174,745	428,694	234,294	1,235	193,165
Dec	1,658,057	1,244,307	38,832	374,918	1,190,487	974,575	37,761	178,151	467,570	269,732	1,071	196,767
CY 1986	20,731,087	15,398,547	484,879	4,847,661	14,967,342	12,185,334	468,325	2,313,683	5,763,745	3,213,213	16,554	2,533,978
1987												
Jan	1,875,113	1,411,942	36,572	426,599	1,335,637	1,098,485	35,432	201,720	539,476	313,457	1,140	224,879
Feb	1,852,549	1,406,029	40,003	406,514	1,314,976	1,085,556	37,158	192,262	537,573	320,473	2,845	214,255
Mar	2,181,314	1,623,058	43,513	514,743	1,548,227	1,270,235	42,474	235,518	633,087	352,823	1,039	279,225
Apr	2,055,317	1,534,988	41,528	478,801	1,465,429	1,192,200	40,281	232,948	589,888	342,788	1,247	245,853
May	1,897,678	1,429,887	38,404	429,387	1,349,060	1,115,974	37,651	195,535	548,618	313,913	853	233,852
Jun	2,020,507	1,530,796	39,428	450,283	1,427,955	1,190,655	37,960	199,340	592,552	340,141	1,468	250,943
Jul	1,993,333	1,507,301	38,309	447,723	1,394,785	1,164,920	37,076	192,789	598,548	342,381	1,233	254,934
FY to Date	18,963,155	14,236,973	403,193	4,322,989	13,505,683	11,108,575	387,657	2,009,451	5,457,472	3,128,398	15,536	2,313,538

TABLE D: RATIO OF INQUIRIES PROCESSED TO 1,000 CLAIMS RECEIVED
JULY 1986 - JULY 1987

Month	Ratio of Total Inquiries Processed To 1,000 Claims Received				Ratio of Beneficiary Inquiries Processed To 1,000 Claims Received				Ratio of Provider Inquiries Processed To 1,000 Claims Received			
	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written	Total	Telephone	Walk-in	Written
1986												
Jul	68	50	2	17	49	40	2	8	19	11	0	9
Aug	70	52	2	17	50	41	2	8	20	11	0	9
Sep	70	52	2	17	51	41	2	8	19	11	0	9
FY 1986	68	50	2	16	49	40	2	8	19	10	0	8
Oct	68	51	2	15	50	41	2	7	19	11	0	8
Nov	67	49	2	16	48	39	2	8	19	10	0	9
Dec	60	45	1	14	43	35	1	6	17	10	0	7
CY 1986	68	50	2	16	49	40	2	8	19	10	0	8
1987												
Jan	70	52	1	16	50	41	1	7	20	12	0	8
Feb	72	54	2	16	51	42	1	7	21	12	0	8
Mar	74	55	1	17	52	43	1	8	21	12	0	9
Apr	70	53	1	16	50	41	1	8	20	12	0	8
May	69	52	1	16	49	40	1	7	20	11	0	8
Jun	67	51	1	15	48	40	1	7	20	11	0	8
Jul	66	50	1	15	46	38	1	6	20	11	0	8
FY to Date	68	51	1	16	49	40	1	7	20	11	0	8

Note: Rows may not add due to rounding

TABLE E: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS

JULY 1986 - JULY 1987

Month -----	Number Transferred -----	Transferred Via Electronic Media -----	
		Number -----	Percent of Total Transferred -----
1986			
July	2,832,401	2,099,087	74.1
August	2,637,540	1,987,441	75.4
September	2,811,886	2,157,423	76.7
FY 1986	30,432,112	21,834,381	71.7
October	2,882,868	2,266,678	78.6
November	2,312,430	1,805,039	78.1
December	2,643,211	2,063,954	78.1
CY 1986	31,132,589	23,245,786	74.7
1987			
January	2,449,211	1,958,915	80.0
February	2,630,482	2,162,560	82.2
March	2,948,257	2,403,828	81.5
April	2,892,130	2,672,217	92.4
May	2,678,831	2,468,336	92.1
June	2,734,223	2,525,666	92.4
July	2,943,409	2,920,442	99.2
FY to Date	27,115,052	23,247,725	85.7

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JULY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING
		TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	
SEATTLE REGION	950,494	953,367	812,866	65,803	74,698	950,855	382,874
ALASKA-OREGON-AETNA	298,124	301,845	254,976	23,105	23,764	300,824	118,435
ALASKA	11,398	12,187	10,091	644	1,452	12,109	1,434
OREGON	286,726	289,658	244,885	22,461	22,312	288,715	117,001
IDAHO-EQUICOR, INC.	88,743	86,622	71,864	8,995	5,763	86,486	49,203
WASHINGTON B/S	563,627	564,900	486,026	33,703	45,171	563,545	215,236
CLALLAM	10,514	8,706	7,564	603	539	8,702	3,133
COWLITZ	10,121	9,670	8,462	675	533	9,646	4,167
GRAYS HARBOR	10,760	10,369	9,110	821	438	10,321	4,052
KING	258,636	251,549	216,247	12,439	22,863	250,691	93,146
KITSAP	18,303	21,655	19,021	1,394	1,240	21,633	7,090
PIERCE	75,405	77,290	66,876	4,888	5,526	77,236	27,653
SKAGIT	17,488	17,649	15,109	1,309	1,231	17,626	7,445
SNOHOMISH	29,711	32,365	26,126	2,547	3,692	32,321	14,393
SPOKANE	108,469	111,442	96,766	7,006	7,670	111,178	49,650
WALLA WALLA	8,939	9,185	7,867	811	507	9,185	2,232
WHATCOM	15,281	15,020	12,878	1,210	932	15,006	2,275
RRB-TRAVELERS	788,453	771,429	639,118	49,952	82,359	770,512	358,474
AETNA	1,275,628	1,333,936	1,131,968	85,928	116,040	1,327,810	379,130
EQUICOR, INC.	626,769	653,750	549,460	55,504	48,786	651,454	222,691
NATIONWIDE	1,594,788	1,602,222	1,333,120	120,685	148,417	1,599,811	868,383
PRUDENTIAL	2,512,262	2,418,061	2,059,728	150,779	207,554	2,408,543	1,096,099
TRAVELERS (RRB EXCLUDED)	1,365,190	1,403,019	1,200,894	98,724	103,401	1,400,732	520,135

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JULY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					TOTAL CLAIMS PENDING
		TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	NUMBER EXCLUDING REPLICATES	
CHICAGO REGION	5,340,887	5,379,795	4,477,832	387,642	514,321	5,363,710	1,680,018
ILLINOIS B/S (HCSC)	1,070,287	1,143,339	938,966	83,894	120,479	1,140,277	233,520
INDIANA B/S	585,198	556,166	454,897	50,079	51,190	548,160	163,619
MICHIGAN B/S	1,389,024	1,372,127	1,183,065	62,151	126,911	1,372,127	235,306
MINNESOTA B/S	154,642	157,527	119,628	22,047	15,852	157,340	27,751
MINNESOTA-TRAVELERS	165,079	164,429	139,307	10,092	15,030	164,024	59,477
OHIO-NATIONWIDE	1,375,613	1,374,749	1,144,127	100,218	130,404	1,372,560	733,363
WISCONSIN B/S	601,044	611,458	497,842	59,161	54,455	609,222	226,982
DALLAS REGION	2,701,804	2,641,473	2,375,953	123,339	142,181	2,629,401	671,394
ARKANSAS B/S	309,752	307,233	258,902	28,120	20,211	306,620	112,576
LA.-ARK. B/S	435,995	432,788	352,951	29,465	50,372	431,556	169,206
NEW MEXICO-AETNA	113,454	115,176	96,123	7,493	11,560	114,900	34,195
OKLAHOMA-AETNA	334,206	343,462	288,246	29,783	25,433	342,121	74,807
TEXAS B/S	1,508,397	1,442,814	1,379,731	28,478	34,605	1,434,204	280,610
KANSAS CITY REGION	1,484,170	1,428,983	1,169,432	135,321	124,230	1,423,192	590,667
IOWA B/S	522,272	521,342	426,016	58,055	37,271	517,408	179,421
IOWA	350,056	348,564	284,852	40,544	23,168	346,421	114,614
NEBRASKA	172,216	172,778	141,164	17,511	14,103	170,987	64,807
KANSAS B/S	234,006	225,182	187,994	22,192	14,996	224,505	57,978
MISSOURI B/S	226,643	229,620	192,329	14,321	22,970	228,673	60,200
MISSOURI-GENERAL AMERICAN	501,249	452,839	363,093	40,753	48,993	452,606	293,068
DENVER REGION	627,500	647,659	537,492	55,353	54,814	644,959	184,401
COLORADO B/S	251,858	258,479	219,887	13,933	24,659	257,869	71,884
MONTANA B/S	83,726	90,717	71,846	9,521	9,350	90,044	23,973
NORTH DAKOTA B/S	164,396	170,786	141,771	19,105	9,910	170,176	36,265
NORTH DAKOTA	80,547	85,311	71,971	8,660	4,680	84,982	16,401
SOUTH DAKOTA	83,849	85,475	69,800	10,445	5,230	85,194	19,864
UTAH B/S	101,464	100,843	82,158	9,885	8,800	100,122	36,351
WYOMING-EQUICOR, INC.	26,056	26,834	21,830	2,909	2,095	26,748	15,928
SAN FRANCISCO REGION	3,620,057	3,713,774	3,238,431	113,977	361,366	3,670,403	797,398
ARIZONA-NEVADA-AETNA	447,521	478,241	410,586	20,105	47,550	474,969	122,106
ARIZONA	362,595	391,633	336,499	15,965	39,169	388,610	88,356
NEVADA	84,926	86,608	74,087	4,140	8,381	86,359	33,750
CALIFORNIA B/S	1,430,126	1,464,615	1,273,023	53,732	137,860	1,462,228	348,307
CAL.-OCCIDENTAL (NON-P&E)	1,638,995	1,651,652	1,452,613	34,694	164,345	1,614,250	290,233
CAL.-OCCIDENTAL (P & E)	21,092	24,054	20,172	4	3,878	23,960	7,165
HAWAII-AETNA	82,323	95,212	82,037	5,442	7,733	94,996	29,587

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JULY, 1987

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES				TOTAL CLAIMS PENDING
		TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	
					DENIED	NUMBER EXCLUDING REPLICATES
TOTAL	30,316,819	30,391,332	26,053,235	1,746,423	2,591,674	30,230,537
BOSTON	1,874,759	1,884,931	1,641,978	96,937	146,016	1,876,607
CONNECTICUT-TRAVELERS	453,785	463,649	408,318	23,141	32,190	463,025
MASSACHUSETTS B/S						
MASSACHUSETTS	901,061	907,734	792,609	36,121	79,004	902,251
TRI-STATE	340,018	336,734	281,829	28,445	26,460	334,585
MAINE	151,789	152,135	130,244	11,438	10,453	151,142
NEW HAMPSHIRE	118,169	117,253	95,417	10,756	11,080	116,426
VERMONT	70,060	67,346	56,168	6,251	4,927	67,017
RHODE ISLAND B/S	179,895	176,814	159,222	9,230	8,362	176,746
NEW YORK REGION	3,885,508	3,817,461	3,278,056	173,580	365,825	3,805,876
NEW JERSEY-PRUDENTIAL	1,085,136	1,019,683	876,661	52,035	90,987	1,014,645
N.Y.-BINGHAMTON B/S	677,352	666,516	572,344	48,309	45,863	662,451
N.Y.-NEW YORK B/S	1,698,740	1,689,130	1,463,543	48,647	176,940	1,686,775
NEW YORK-GROUP HEALTH	222,927	226,310	188,791	7,752	29,767	226,310
PUERTO RICO B/S	201,353	215,822	176,717	16,837	22,268	215,695
PUERTO RICO	201,032	215,549	176,546	16,783	22,220	215,424
VIRGIN ISLANDS	321	273	171	54	48	271
PHILADELPHIA REGION	3,447,552	3,547,862	3,097,436	213,855	236,571	3,542,097
MARYLAND B/S	299,629	337,535	277,168	30,519	29,848	336,413
PENNSYLVANIA B/S	2,445,520	2,482,811	2,210,930	123,354	148,527	2,479,114
DELAWARE	74,493	74,429	66,176	4,259	3,994	74,331
DISTRICT OF COLUMBIA	332,820	333,107	294,207	9,814	29,086	330,990
PENNSYLVANIA	1,942,841	1,997,433	1,776,626	109,245	111,562	1,995,951
PENNSYLVANIA-LAB.	95,366	77,842	73,921	36	3,885	77,842
VIRGINIA-TRAVELERS	483,228	500,043	420,345	39,515	40,183	499,319
WEST VIRGINIA-NATIONWIDE	219,175	227,473	188,993	20,467	18,013	227,251
ATLANTA REGION	5,595,635	5,604,598	4,784,641	330,664	489,293	5,552,925
ALABAMA B/S	502,568	487,084	422,029	30,395	34,660	469,841
FLORIDA B/S	2,173,918	2,177,567	1,902,138	70,924	204,505	2,151,745
GEORGIA-PRUDENTIAL	614,927	597,152	502,988	39,535	54,629	595,939
KENTUCKY B/S	395,978	378,313	311,102	27,366	39,845	376,809
MISSISSIPPI-TRAVELERS	263,098	274,898	232,924	25,976	15,998	274,364
NORTH CAROLINA-PRUDENTIAL	812,199	801,226	680,079	59,209	61,938	797,959
SO. CAROLINA B/S(NON-P&E)	279,502	297,026	236,132	33,643	27,251	297,010
SO. CAROLINA B/S(P&E)	41,475	51,038	41,483	16	9,539	51,038
TENNESSEE-EQUICOR, INC.	511,970	540,294	455,766	43,600	40,928	538,220
						157,560

* LESS THAN 0.05

TABLE 1A: DAYS WORK ON HAND FOR JULY 1987
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Boston Region	
Connecticut-Travelers	20.8
Massachusetts B/S	14.8
Tri-State	12.4
Rhode Island B/S	12.0
New York Region	
New Jersey-Prudential	19.2
N.Y.-Binghamton B/S	12.2
N.Y.-New York B/S	7.5
New York-Group Health	8.6
Puerto Rico B/S	12.9
Philadelphia Region	
Maryland B/S	21.6
Pennsylvania B/S	7.6
Virginia-Travelers	9.9
Atlanta Region	
Alabama B/S	5.4
Florida B/S	7.9
Georgia-Prudential	10.6
Kentucky B/S	10.6
Mississippi-Travelers	9.1
North Carolina-Prudential	14.4
South Carolina B/S	9.7
Tennessee-Equitable	10.6
Chicago Region	
Illinois B/S (HCSC)	7.4
Indiana B/S	9.5
Michigan B/S	5.7
Minnesota B/S	6.1
Minnesota-Travelers	11.2
Wisconsin B/S	13.6
Dallas Region	
Arkansas B/S	12.1
LA.-Ark. B/S	13.0
New Mexico-Aetna	9.5
Oklahoma-Aetna	7.9
Texas B/S	6.7

TABLE 1A: DAYS WORK ON HAND FOR JULY 1987
 BASED ON BUDGETED CLAIMS PROCESSED PER DAY

<u>Carrier</u>	<u>Days</u>
Kansas City Region	
Iowa B/S	7.4
Kansas B/S	8.5
Missouri B/S	8.9
Missouri-General American	19.9
Denver Region	
Colorado B/S	8.4
Montana B/S	10.3
North Dokota B/S	7.5
Utah B/S	11.3
Wyoming-Equitable	19.4
San Francisco Region	
Arizona-Nevada Aetna	8.1
California B/S	7.7
Calif.-Occidental	5.6
Hawaii-Aetna	9.5
Seattle Region	
Alaska-Oregon Aetna	12.9
Idaho-Equitable	18.4
Washington B/S	14.1
RRB-Travelers	15.3
Aetna	9.4
Equitable	12.1
Nationwide	20.1
Prudential	12.0
Travelers(RRB excluded)	18.4

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JULY, 1987

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	
			TOTAL	PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
					ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED		
TOTAL	74.1	100.2	9,919,351	32.7	37.7	18.4	0.5	4.3
BOSTON REGION	86.0	100.5	458,761	24.5	27.2	7.5	0.4	5.1
CONNECTICUT-TRAVELERS	73.6	102.2	119,566	26.3	34.6	3.2	0.1	4.6
MASSACHUSETTS B/S	96.5	100.7	239,066	26.5	27.3	5.4	0.6	5.1
MASSACHUSETTS TRI-STATE	71.6	99.0	50,945	15.0	15.4	14.0	0.6	7.7
MAINE	80.7	100.2	11,130	7.3	8.8	1.2	0.7	7.0
NEW HAMPSHIRE	60.5	99.2	19,141	16.2	15.8	16.8	0.7	8.8
VERMONT	70.4	96.1	20,674	29.5	31.1	25.8	0.5	7.6
RHODE ISLAND B/S	92.3	98.3	49,184	27.3	29.3	4.1	0.0*	0.9
NEW YORK REGION	76.4	98.2	1,145,531	29.5	36.7	6.1	0.3	3.8
NEW JERSEY-PRUDENTIAL	72.1	94.0	340,002	31.3	41.0	6.2	0.5	2.0
N.Y.-BINGHAMTON B/S	78.6	98.4	174,069	25.7	31.3	5.0	0.6	2.8
N.Y.-NEW YORK B/S	76.1	99.4	568,533	33.5	41.8	7.0	0.1	3.9
NEW YORK-GROUP HEALTH	76.3	101.5	62,927	28.2	36.3	2.3	0.0	6.2
PUERTO RICO B/S	94.0	107.2	0	0.0	0.0	0.0	0.1	12.5
PUERTO RICO	94.0	107.2	0	0.0	0.0	0.0	0.1	12.4
VIRGIN ISLANDS	67.9	85.0	0	0.0	0.0	0.0	0.7	31.1
PHILADELPHIA REGION	85.8	102.9	1,132,443	32.8	36.2	12.7	0.2	6.1
MARYLAND B/S	85.2	112.7	132,940	44.4	43.2	51.1	0.3	34.5
PENNSYLVANIA B/S	89.3	101.5	783,265	32.0	35.5	2.9	0.1	2.9
DELAWARE	81.2	99.9	17,539	23.5	28.6	1.9	0.1	4.1
DISTRICT OF COLUMBIA	82.4	100.1	126,227	37.9	45.7	1.5	0.6	4.0
PENNSYLVANIA	90.2	102.8	544,133	28.0	30.7	3.4	0.1	2.7
PENNSYLVANIA-LAB.	100.0	81.6	95,366	100.0	100.0	0.0	0.0	3.1
VIRGINIA-TRAVELERS	72.2	103.5	169,155	35.0	40.6	20.4	0.1	3.3
WEST VIRGINIA-NATIONWIDE	78.5	103.8	47,083	21.5	24.7	9.7	0.1	3.8
ATLANTA REGION	73.1	100.2	2,234,823	39.9	46.7	21.4	0.9	6.0
ALABAMA B/S	82.9	96.9	304,535	60.6	61.5	56.0	3.5	1.6
FLORIDA B/S	71.2	100.2	955,655	44.0	51.9	24.4	1.2	4.4
GEORGIA-PRUDENTIAL	73.9	97.1	165,898	27.0	33.9	7.5	0.2	5.5
KENTUCKY B/S	71.4	95.5	120,301	30.4	33.4	22.8	0.4	8.1
MISSISSIPPI-TRAVELERS	75.8	104.5	79,395	30.2	34.6	16.3	0.2	2.6
NORTH CAROLINA-PRUDENTIAL	73.8	98.6	304,109	37.4	48.2	7.1	0.4	16.8
SO. CAROLINA B/S(NON-P&E)	67.9	106.3	150,895	54.0	63.6	33.6	0.0*	2.4
SO. CAROLINA B/S(P&E)	97.8	123.1	13,635	32.9	33.5	4.1	0.0	0.2
TENNESSEE-EQUICOR, INC.	70.6	105.5	140,400	27.4	31.2	18.4	0.4	4.3

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JULY, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS			
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		HCFA-1500'S			
			NUMBER	PERCENT OF TOTAL CLAIMS RECEIVED	UNASSIGNED			
					ASS'D. 1500'S RECEIVED	PERCENT OF UNASS'D 1500'S RECEIVED		
CHICAGO REGION	70.5	100.7	1,986,771	37.2	40.7	28.7	0.3	2.7
ILLINOIS B/S (HCSC)	65.8	106.8	296,801	27.7	23.5	35.9	0.3	3.1
INDIANA B/S	63.7	95.0	200,915	34.3	37.8	28.3	1.4	4.0
MICHIGAN B/S	89.2	98.8	688,622	49.6	53.8	14.6	0.0	2.4
MINNESOTA B/S	46.5	101.9	68,624	44.4	40.8	47.5	0.1	5.7
MINNESOTA-TRAVELERS	59.8	99.6	90,671	54.9	59.9	47.5	0.2	2.8
OHIO-NATIONWIDE	66.6	99.9	425,133	30.9	36.9	18.9	0.2	2.5
WISCONSIN B/S	59.9	101.7	216,005	35.9	37.2	34.0	0.4	0.8
DALLAS REGION	70.6	97.8	775,802	28.7	34.7	14.3	0.5	3.5
ARKANSAS B/S	80.4	99.2	73,342	23.7	26.0	14.1	0.2	2.8
LA.-ARK. B/S	72.8	99.3	140,956	32.3	39.0	14.4	0.3	4.9
NEW MEXICO-AETNA	68.3	101.5	22,646	20.0	24.8	9.5	0.2	2.1
OKLAHOMA-AETNA	58.3	102.8	75,219	22.5	29.4	12.8	0.4	1.5
TEXAS B/S	70.9	95.7	463,639	30.7	37.1	15.1	0.6	3.7
KANSAS CITY REGION	66.3	96.3	537,236	36.2	42.2	24.3	0.4	8.1
IOWA B/S	59.5	99.8	118,919	22.8	27.8	15.3	0.8	3.1
IOWA	60.0	99.6	101,602	29.0	33.6	22.1	0.6	2.8
NEBRASKA	58.4	100.3	17,317	10.1	15.7	2.2	1.0	3.7
KANSAS B/S	78.8	96.2	90,086	38.5	40.4	31.4	0.3	5.8
MISSOURI B/S	78.1	101.3	103,551	45.7	51.3	25.8	0.4	14.5
MISSOURI-GENERAL AMERICAN	62.1	90.3	224,680	44.8	52.6	32.2	0.1	11.7
DENVER REGION	57.9	103.2	154,401	24.6	26.2	22.4	0.4	4.7
COLORADO B/S	63.4	102.6	59,792	23.7	24.7	22.1	0.2	4.6
MONTANA B/S	49.8	108.3	18,865	22.5	18.4	26.7	0.7	9.2
NORTH DAKOTA B/S	50.6	103.9	44,488	27.1	30.1	24.0	0.4	4.7
NORTH DAKOTA	54.5	105.9	31,520	39.1	37.4	41.2	0.4	4.6
SOUTH DAKOTA	46.8	101.9	12,968	15.5	21.9	9.8	0.3	4.7
UTAH B/S	66.4	99.4	26,257	25.9	29.0	19.8	0.7	1.7
WYOMING-EQUICOR, INC.	44.4	103.0	4,999	19.2	30.7	10.0	0.3	1.5
SAN FRANCISCO REGION	76.0	102.6	1,286,662	35.5	40.3	20.4	1.2	2.6
ARIZONA-NEVADA-AETNA	67.9	106.9	128,680	28.8	36.6	12.2	0.7	1.6
ARIZONA	64.3	108.0	104,360	28.8	37.8	12.5	0.8	1.5
NEVADA	83.3	102.0	24,320	28.6	32.6	8.7	0.3	2.1
CALIFORNIA B/S	72.4	102.4	539,775	37.7	43.7	22.0	0.2	1.4
CAL.-OCCIDENTAL (NON-P&E)	81.0	100.8	594,233	36.3	39.6	22.1	2.3	3.8
CAL.-OCCIDENTAL (P & E)	99.1	114.0	9,582	45.4	45.8	0.0	0.4	18.6
HAWAII-AETNA	75.6	115.7	14,392	17.5	16.3	21.3	0.2	2.7

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: JULY, 1987

CARRIER	CLAIMS RECEIVED VIA ELECTRONIC MEDIA				REPLICATE CLAIMS	
	ASSIGN RATE	RATIO PROC/ REC'D	TOTAL		PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
			NUMBER	PERCENT OF ASS'D. 1500'S RECEIVED		
				PERCENT OF UNASS'D 1500'S RECEIVED		
SEATTLE REGION	55.4	100.3	182,586	23.3	0.3	1.5
ALASKA-OREGON-AETNA	52.5	101.2	57,573	22.1	0.3	1.0
ALASKA	73.9	106.9	612	7.3	0.6	1.2
OREGON	51.7	101.0	56,961	23.0	0.3	1.0
IDAHO-EQUICOR, INC.	38.2	97.6	17,727	20.1	0.2	2.7
WASHINGTON B/S	59.6	100.2	107,286	24.2	0.2	1.5
CLALLAM	41.0	82.8	543	12.6	0.0*	0.0*
COWLITZ	63.7	95.5	0	0.0	0.2	2.4
GRAYS HARBOR	62.8	96.4	0	0.0	0.5	1.5
KING	60.6	97.3	65,663	33.0	0.3	1.2
KITSAP	55.5	118.3	2,000	9.7	0.1	1.5
PIERCE	56.5	102.5	6,719	4.1	0.1	1.5
SKAGIT	45.4	100.9	7,016	65.3	0.1	1.0
SNOHOMISH	55.9	108.9	1,933	9.8	0.1	5.0
SPOKANE	66.0	102.7	18,666	24.4	0.2	1.3
WALLA WALLA	46.5	102.8	3,303	30.7	0.0	3.8
WHATCOM	57.1	98.3	1,443	10.6	0.1	1.8
RRB-TRAVELERS	68.8	97.8	24,335	4.1	0.1	3.0
AETNA	62.3	104.6	298,510	29.3	0.5	1.6
EQUICOR, INC.	64.9	104.3	163,126	30.2	0.4	3.9
NATIONWIDE	68.2	100.5	472,216	35.0	0.2	2.7
PRUDENTIAL	73.1	96.3	810,009	41.6	0.4	7.8
TRAVELERS (RRB EXCLUDED)	71.9	102.8	458,787	39.3	0.2	3.5

* LESS THAN 0.05

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,993,333	66	1,507,301	50	38,309	1	447,723	15
BOSTON REGION	99,322	53	68,277	36	2,576	1	28,469	15
CONNECTICUT-TRAVELERS	25,940	57	24,543	54	574	1	823	2
MASSACHUSETTS B/S	41,617	46	20,136	22	961	1	20,520	23
MICHIGAN	23,846	70	18,148	53	840	2	4,858	14
MAINE	10,806	71	8,667	57	369	2	1,770	12
NEW HAMPSHIRE	8,453	72	5,923	50	376	3	2,154	18
VERMONT	4,587	65	3,558	51	95	1	934	13
RHODE ISLAND B/S	7,919	44	5,450	30	201	1	2,268	13
NEW YORK REGION	258,169	66	219,062	56	6,806	2	32,301	8
NEW JERSEY-PRUDENTIAL	80,658	74	64,339	59	589	1	15,730	14
N.Y.-BINGHAMTON B/S	31,714	47	27,767	41	529	1	3,418	5
N.Y.-NEW YORK B/S	110,407	65	99,810	59	3,837	2	6,760	4
NEW YORK-GROUP HEALTH	20,314	91	17,366	78	228	1	2,720	12
PUERTO RICO B/S	15,076	75	9,780	49	1,623	8	3,673	18
PUERTO RICO	14,940	74	9,703	48	1,602	8	3,635	18
VIRGIN ISLANDS	136	424	77	240	21	65	38	118
PHILADELPHIA REGION	171,537	50	141,798	41	2,914	1	26,825	8
MARYLAND B/S	34,668	116	28,489	95	936	3	5,243	17
PENNSYLVANIA B/S	106,504	44	87,996	36	1,106	0*	17,402	7
DELAWARE	5,648	76	4,265	57	233	3	1,150	15
DISTRICT OF COLUMBIA	21,730	65	18,370	55	662	2	2,698	8
PENNSYLVANIA	78,781	41	65,016	33	211	0*	13,554	7
PENNSYLVANIA-LAB.	345	4	345	4	0	0	0	0
VIRGINIA-TRAVELERS	20,578	43	16,995	35	812	2	2,771	6
WEST VIRGINIA-NATIONWIDE	9,787	45	8,318	38	60	0*	1,409	6
ATLANTA REGION	430,034	77	299,815	54	3,056	1	127,163	23
ALABAMA B/S	18,377	37	17,876	36	236	0*	265	1
FLORIDA B/S	229,257	105	157,519	72	813	0*	70,925	33
GEORGIA-PRUDENTIAL	35,645	58	22,804	37	298	0*	12,543	20
KENTUCKY B/S	29,999	76	18,562	47	582	1	10,855	27
MISSISSIPPI-TRAVELERS	13,378	51	11,471	44	265	1	1,642	6
NORTH CAROLINA-PRUDENTIAL	43,415	53	27,427	34	607	1	15,381	19
SO. CAROLINA B/S(NON-P&E)	22,789	82	17,421	62	161	1	5,207	19
SO. CAROLINA B/S(P&E)	6,784	164	3,237	78	0	0	3,547	86
TENNESSEE-EQUICOR, INC.	30,390	59	23,498	46	94	0*	6,798	13

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	260,138	49	215,273	40	4,584	1	40,281	8
ILLINOIS B/S (HCSC)	60,616	57	46,634	44	554	1	13,428	13
INDIANA B/S	30,092	51	28,180	48	446	1	1,466	3
MICHIGAN B/S	57,373	41	45,819	33	2,916	2	8,638	6
MINNESOTA B/S	8,313	54	7,025	45	1	0*	1,287	8
MINNESOTA-TRAVELERS	12,493	76	11,649	71	307	2	537	3
OHIO-NATIONWIDE	66,402	48	54,732	40	192	0*	11,478	8
WISCONSIN B/S	24,849	41	21,234	35	168	0*	3,447	6
DALLAS REGION	225,419	83	157,178	58	1,772	1	66,469	25
ARKANSAS B/S	15,237	49	12,126	39	335	1	2,776	9
L.A.-ARK. B/S	23,112	53	16,662	38	323	1	6,127	14
NEW MEXICO-AETNA	11,074	98	8,071	71	242	2	2,761	24
OKLAHOMA-AETNA	21,564	65	17,261	52	654	2	3,649	11
TEXAS B/S	154,432	102	103,058	68	218	0*	51,156	34
KANSAS CITY REGION	108,509	73	78,664	53	1,413	1	28,432	19
IOWA B/S	44,565	85	29,843	57	47	0*	14,675	28
IOWA	28,793	82	18,730	54	47	0*	10,016	29
NEBRASKA	15,772	92	11,113	65	0	0	4,659	27
KANSAS B/S	18,346	78	10,011	43	402	2	7,933	34
MISSOURI B/S	16,410	72	13,113	58	488	2	2,809	12
MISSOURI-GENERAL AMERICAN	29,188	58	25,697	51	476	1	3,015	6
DENVER REGION	54,608	87	43,919	70	1,896	3	8,793	14
COLORADO B/S	24,170	96	19,021	76	533	2	4,616	18
MONTANA B/S	4,833	58	3,588	43	125	1	1,120	13
NORTH DAKOTA B/S	9,392	57	7,631	46	397	2	1,364	8
NORTH DAKOTA	5,029	62	3,893	48	396	5	740	9
SOUTH DAKOTA	4,363	52	3,738	45	1	0*	624	7
UTAH B/S	13,845	136	11,540	114	674	7	1,631	16
WYOMING-EQUICOR, INC.	2,368	91	2,139	82	167	6	62	2
SAN FRANCISCO REGION	219,869	61	149,902	41	1,892	1	68,075	19
ARIZONA-NEVADA-AETNA	40,426	90	34,843	78	1,006	2	4,577	10
ARIZONA	36,109	100	30,919	85	1,006	3	4,184	12
NEVADA	4,317	51	3,924	46	0	0	393	5
CALIFORNIA B/S	65,344	46	48,726	34	190	0*	16,428	11
CAL.-OCCIDENTAL (NON-P&E)	98,607	60	56,465	34	346	0*	41,796	26
CAL.-OCCIDENTAL (P & E)	8,458	401	3,892	185	5	0*	4,561	216
HAWAII-AETNA	7,034	85	5,976	73	345	4	713	9

* LESS THAN ONE PER THOUSAND

TABLE 3: TOTAL NUMBER OF INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	93,222	98	76,690	81	11,282	12	5,250	6
ALASKA-OREGON-AETNA	22,983	77	21,703	73	575	2	705	2
ALASKA	933	82	889	78	0	0	44	4
OREGON	22,050	77	20,814	73	575	2	661	2
IDAHO-EQUICOR, INC.	10,172	115	8,871	100	288	3	1,013	11
WASHINGTON B/S	60,067	107	46,116	82	10,419	18	3,532	6
CLALLAM	1,298	123	903	86	367	35	28	3
COWLITZ	788	78	408	40	378	37	2	0*
GRAYS HARBOR	1,084	101	549	51	520	48	15	1
KING	26,405	102	21,015	81	2,849	11	2,541	10
KITSAP	4,107	224	3,252	178	675	37	180	10
PIERCE	6,558	87	5,427	72	1,031	14	100	1
SKAGIT	2,289	131	1,413	81	818	47	58	3
SNOHOMISH	3,840	129	2,778	94	570	19	492	17
SPOKANE	10,452	96	8,170	75	2,216	20	66	1
WALLA WALLA	1,420	159	949	106	440	49	31	3
WHATCOM	1,826	119	1,252	82	555	36	19	1
RRB-TRAVELERS	72,506	92	56,723	72	118	0*	15,665	20
AETNA	103,081	81	87,854	69	2,822	2	12,405	10
EQUICOR, INC.	42,930	68	34,508	55	549	1	7,873	13
NATIONWIDE	76,189	48	63,050	40	252	0*	12,887	8
PRUDENTIAL	159,718	64	114,570	46	1,494	1	43,654	17
TRAVELERS (RRB EXCLUDED)	72,389	53	64,658	47	1,958	1	5,773	4

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	1,394,785	46	1,164,920	38	37,076	1	192,789	6
BOSTON REGION	56,549	30	49,160	26	2,572	1	4,817	3
CONNECTICUT-TRAVELERS	22,614	50	21,380	47	574	1	660	1
MASSACHUSETTS B/S	16,749	19	13,736	15	961	1	2,052	2
TRI-STATE	12,804	38	9,888	29	840	2	2,076	6
MAINE	4,765	31	3,703	24	369	2	693	5
NEW HAMPSHIRE	5,262	45	3,880	33	376	3	1,006	9
VERMONT	2,777	40	2,305	33	95	1	377	5
RHODE ISLAND B/S	4,382	24	4,156	23	197	1	29	0*
NEW YORK REGION	206,993	53	180,461	46	6,459	2	20,073	5
NEW JERSEY-PRUDENTIAL	68,260	63	56,547	52	589	1	11,124	10
N.Y.-BINGHAMTON B/S	24,411	36	21,658	32	529	1	2,224	3
N.Y.-NEW YORK B/S	86,184	51	78,962	46	3,837	2	3,385	2
NEW YORK-GROUP HEALTH	16,478	74	14,369	64	215	1	1,894	8
PUERTO RICO B/S	11,660	58	8,925	44	1,289	6	1,446	7
PUERTO RICO	11,550	57	8,858	44	1,271	6	1,421	7
VIRGIN ISLANDS	110	343	67	209	18	56	25	78
PHILADELPHIA REGION	130,517	38	118,499	34	2,882	1	9,136	3
MARYLAND B/S	27,609	92	25,335	85	936	3	1,338	4
PENNSYLVANIA B/S	75,681	31	70,444	29	1,104	0*	4,133	2
DELAWARE	4,257	57	3,834	51	233	3	190	3
DISTRICT OF COLUMBIA	15,022	45	13,861	42	662	2	499	1
PENNSYLVANIA	56,078	29	52,425	27	209	0*	3,444	2
PENNSYLVANIA-LAB.	324	3	324	3	0	0	0	0
VIRGINIA-TRAVELERS	18,726	39	15,598	32	803	2	2,325	5
WEST VIRGINIA-NATIONWIDE	8,501	39	7,122	32	39	0*	1,340	6
ATLANTA REGION	296,081	53	245,657	44	3,026	1	47,398	8
ALABAMA B/S	9,722	19	9,439	19	233	0*	50	0*
FLORIDA B/S	167,938	77	140,174	64	813	0*	26,951	12
GEORGIA-PRUDENTIAL	24,439	40	18,716	30	293	0*	5,430	9
KENTUCKY B/S	18,648	47	14,548	37	573	1	3,527	9
MISSISSIPPI-TRAVELERS	9,665	37	8,756	33	261	1	648	2
NORTH CAROLINA-PRUDENTIAL	31,256	38	23,654	29	607	1	6,995	9
SO. CAROLINA B/S(NON-P&E)	14,161	51	12,723	46	161	1	1,277	5
SO. CAROLINA B/S(P&E)	1,056	25	877	21	0	0	179	4
TENNESSEE-EQUICOR, INC.	19,196	37	16,770	33	85	0*	2,341	5

* LESS THAN ONE PER THOUSAND

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	202,826	38	164,521	31	4,537	1	33,768	6
ILLINOIS B/S (HCSC)	51,614	48	38,709	36	551	1	12,354	12
INDIANA B/S	22,056	38	20,547	35	446	1	1,063	2
MICHIGAN B/S	35,765	26	26,195	19	2,916	2	6,654	5
MINNESOTA B/S	4,787	31	4,374	28	1	0*	412	3
MINNESOTA-TRAVELERS	10,398	63	9,686	59	307	2	405	2
OHIO-NATIONWIDE	60,196	44	48,966	36	152	0*	11,078	8
WISCONSIN B/S	18,010	30	16,044	27	164	0*	1,802	3
DALLAS REGION	138,632	51	109,963	41	1,732	1	26,937	10
ARKANSAS B/S	11,165	36	9,744	31	325	1	1,096	4
LA.-ARK. B/S	15,778	36	13,004	30	323	1	2,451	6
NEW MEXICO-AETNA	8,191	72	6,452	57	239	2	1,500	13
OKLAHOMA-AETNA	16,875	50	13,775	41	649	2	2,451	7
TEXAS B/S	86,623	57	66,988	44	196	0*	19,439	13
KANSAS CITY REGION	72,462	49	60,515	41	1,413	1	10,534	7
IOWA B/S	25,053	48	20,589	39	47	0*	4,417	8
IOWA	16,000	46	12,900	37	47	0*	3,053	9
NEBRASKA	9,053	53	7,689	45	0	0	1,364	8
KANSAS B/S	10,612	45	7,520	32	402	2	2,690	11
MISSOURI B/S	12,417	55	10,733	47	488	2	1,196	5
MISSOURI-GENERAL AMERICAN	24,380	49	21,673	43	476	1	2,231	4
DENVER REGION	35,456	57	29,500	47	1,891	3	4,065	6
COLORADO B/S	15,712	62	13,238	53	533	2	1,941	8
MONTANA B/S	3,245	39	2,572	31	122	1	551	7
NORTH DAKOTA B/S	5,545	34	4,647	28	397	2	501	3
NORTH DAKOTA	3,050	38	2,392	30	396	5	262	3
SOUTH DAKOTA	2,495	30	2,255	27	1	0*	239	3
UTAH B/S	9,307	92	7,589	75	674	7	1,044	10
WYOMING-EQUICOR, INC.	1,647	63	1,454	56	165	6	28	1
SAN FRANCISCO REGION	140,134	39	112,314	31	1,694	0*	26,126	7
ARIZONA-NEVADA-AETNA	33,974	76	29,476	66	872	2	3,626	8
ARIZONA	30,555	84	26,249	72	872	2	3,434	9
NEVADA	3,419	40	3,227	38	0	0	192	2
CALIFORNIA B/S	44,646	31	39,956	28	186	0*	4,504	3
CAL.-OCCIDENTAL (NON-P&E)	55,831	34	38,001	23	312	0*	17,518	11
CAL.-OCCIDENTAL (P & E)	254	12	117	6	0	0	137	6
HAWAII-AETNA	5,429	66	4,764	58	324	4	341	4

TABLE 4: NUMBER OF BENEFICIARY INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	69,264	73	55,614	59	10,752	11	2,898	3
ALASKA-OREGON-AETNA	15,439	52	14,512	49	435	1	492	2
ALASKA	512	45	483	42	0	0	29	3
OREGON	14,927	52	14,029	49	435	2	463	2
IDAHO-EQUICOR, INC.	7,033	79	5,865	66	288	3	880	10
WASHINGTON B/S	46,792	83	35,237	63	10,029	18	1,526	3
CLALLAM	1,045	99	695	66	337	32	13	1
COWLITZ	778	77	400	40	378	37	0	0
GRAYS HARBOR	955	89	420	39	520	48	15	1
KING	21,296	82	17,867	69	2,633	10	796	3
KITSAP	2,792	153	1,958	107	673	37	161	9
PIERCE	5,474	73	4,379	58	1,031	14	64	1
SKAGIT	1,629	93	794	45	812	46	23	1
SNOHOMISH	3,049	103	2,071	70	570	19	408	14
SPOKANE	7,422	68	5,272	49	2,138	20	12	0*
WALLA WALLA	1,075	120	666	75	384	43	25	3
WHATCOM	1,277	84	715	47	553	36	9	1
RRB-TRAVELERS	45,871	58	38,716	49	118	0*	7,037	9
AETNA	79,908	63	68,979	54	2,519	2	8,410	7
EQUICOR, INC.	27,876	44	24,089	38	538	1	3,249	5
NATIONWIDE	68,697	43	56,088	35	191	0*	12,418	8
PRUDENTIAL	123,955	49	98,917	39	1,489	1	23,549	9
TRAVELERS (RRB EXCLUDED)	61,403	45	55,420	41	1,945	1	4,038	3

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TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
TOTAL	598,548	20	342,381	11	1,233	0*	254,934	8
BOSTON REGION	42,773	23	19,117	10	4	0*	23,652	13
CONNECTICUT-TRAVELERS	3,326	7	3,163	7	0	0	163	0*
MASSACHUSETTS B/S	24,868	28	6,400	7	0	0	18,468	20
MASSACHUSETTS TRI-STATE	11,042	32	8,260	24	0	0	2,782	8
MAINE	6,041	40	4,964	33	0	0	1,077	7
NEW HAMPSHIRE	3,191	27	2,043	17	0	0	1,148	10
VERMONT	1,810	26	1,253	18	0	0	557	8
RHODE ISLAND B/S	3,537	20	1,294	7	4	0*	2,239	12
NEW YORK REGION	51,176	13	38,601	10	347	0*	12,228	3
NEW JERSEY-PRUDENTIAL	12,398	11	7,792	7	0	0	4,606	4
N.Y.-BINGHAMTON B/S	7,303	11	6,109	9	0	0	1,194	2
N.Y.-NEW YORK B/S	24,223	14	20,848	12	0	0	3,375	2
NEW YORK-GROUP HEALTH	3,836	17	2,997	13	13	0*	826	4
PUERTO RICO B/S	3,416	17	855	4	334	2	2,227	11
PUERTO RICO	3,390	17	845	4	331	2	2,214	11
VIRGIN ISLANDS	26	81	10	31	3	9	13	40
PHILADELPHIA REGION	41,020	12	23,299	7	32	0*	17,689	5
MARYLAND B/S	7,059	24	3,154	11	0	0	3,905	13
PENNSYLVANIA B/S	30,823	13	17,552	7	2	0*	13,269	5
DELAWARE	1,391	19	431	6	0	0	960	13
DISTRICT OF COLUMBIA	6,708	20	4,509	14	0	0	2,199	7
PENNSYLVANIA	22,703	12	12,591	6	2	0*	10,110	5
PENNSYLVANIA-LAB.	21	0*	21	0*	0	0	0	0
VIRGINIA-TRAVELERS	1,852	4	1,397	3	9	0*	446	1
WEST VIRGINIA-NATIONWIDE	1,286	6	1,196	5	21	0*	69	0*
ATLANTA REGION	133,953	24	54,158	10	30	0*	79,765	14
ALABAMA B/S	8,655	17	8,437	17	3	0*	215	0*
FLORIDA B/S	61,319	28	17,345	8	0	0	43,974	20
GEORGIA-PRUDENTIAL	11,206	18	4,088	7	5	0*	7,113	12
KENTUCKY B/S	11,351	29	4,014	10	9	0*	7,328	19
MISSISSIPPI-TRAVELERS	3,713	14	2,715	10	4	0*	994	4
NORTH CAROLINA-PRUDENTIAL	12,159	15	3,773	5	0	0	8,386	10
SO. CAROLINA B/S(NON-P&E)	8,628	31	4,698	17	0	0	3,930	14
SO. CAROLINA B/S(P&E)	5,728	138	2,360	57	0	0	3,368	81
TENNESSEE-EQUICOR, INC.	11,194	22	6,728	13	9	0*	4,457	9

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
CHICAGO REGION	57,312	11	50,752	10	47	0*	6,513	1
ILLINOIS B/S (HCSC)	9,002	8	7,925	7	3	0*	1,074	1
INDIANA B/S	8,036	14	7,633	13	0	0	403	1
MICHIGAN B/S	21,608	16	19,624	14	0	0	1,984	1
MINNESOTA B/S	3,526	23	2,651	17	0	0	875	6
MINNESOTA-TRAVELERS	2,095	13	1,963	12	0	0	132	1
OHIO-NATIONWIDE	6,206	5	5,766	4	40	0*	400	0*
WISCONSIN B/S	6,839	11	5,190	9	4	0*	1,645	3
DALLAS REGION	86,787	32	47,215	17	40	0*	39,532	15
ARKANSAS B/S	4,072	13	2,382	8	10	0*	1,680	5
LA.-ARK. B/S	7,334	17	3,658	8	0	0	3,676	8
NEW MEXICO-AETNA	2,883	25	1,619	14	3	0*	1,261	11
OKLAHOMA-AETNA	4,689	14	3,486	10	5	0*	1,198	4
TEXAS B/S	67,809	45	36,070	24	22	0*	31,717	21
KANSAS CITY REGION	36,047	24	18,149	12	0	0	17,898	12
IOWA B/S	19,512	37	9,254	18	0	0	10,258	20
IOWA	12,793	37	5,830	17	0	0	6,963	20
NEBRASKA	6,719	39	3,424	20	0	0	3,295	19
KANSAS B/S	7,734	33	2,491	11	0	0	5,243	22
MISSOURI B/S	3,993	18	2,380	11	0	0	1,613	7
MISSOURI-GENERAL AMERICAN	4,808	10	4,024	8	0	0	784	2
DENVER REGION	19,152	31	14,419	23	5	0*	4,728	8
COLORADO B/S	8,458	34	5,783	23	0	0	2,675	11
MONTANA B/S	1,588	19	1,016	12	3	0*	569	7
NORTH DAKOTA B/S	3,847	23	2,984	18	0	0	863	5
NORTH DAKOTA	1,979	25	1,501	19	0	0	478	6
SOUTH DAKOTA	1,868	22	1,483	18	0	0	385	5
UTAH B/S	4,538	45	3,951	39	0	0	587	6
WYOMING-EQUICOR, INC.	721	28	685	26	2	0*	34	1
SAN FRANCISCO REGION	79,735	22	37,588	10	198	0*	41,949	12
ARIZONA-NEVADA-AETNA	6,452	14	5,367	12	134	0*	951	2
ARIZONA	5,554	15	4,670	13	134	0*	750	2
NEVADA	898	11	697	8	0	0	201	2
CALIFORNIA B/S	20,698	14	8,770	6	4	0*	11,924	8
CAL.-OCCIDENTAL (NON-P&E)	42,776	26	18,464	11	34	0*	24,278	15
CAL.-OCCIDENTAL (P & E)	8,204	389	3,775	179	5	0*	4,424	210
HAWAII-AETNA	1,605	19	1,212	15	21	0*	372	5

* LESS THAN ONE PER THOUSAND

TABLE 5: NUMBER OF PROVIDER INQUIRIES PROCESSED AND RATIO TO 1,000 CLAIMS RECEIVED: JULY, 1987

CARRIER	TOTAL		TELEPHONE		WALK-IN		WRITTEN	
	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED	NUMBER	RATIO OF INQUIRIES TO 1,000 CLAIMS RECEIVED
SEATTLE REGION	23,958	25	21,076	22	530	1	2,352	2
ALASKA-OREGON-AETNA	7,544	25	7,191	24	140	0*	213	1
ALASKA	421	37	406	36	0	0	15	1
OREGON	7,123	25	6,785	24	140	0*	198	1
IDAHO-EQUICOR, INC.	3,139	35	3,006	34	0	0	133	1
WASHINGTON B/S	13,275	24	10,879	19	390	1	2,006	4
CLALLAM	253	24	208	20	30	3	15	1
COWLITZ	10	1	8	1	0	0	2	0*
GRAYS HARBOR	129	12	129	12	0	0	0	0
KING	5,109	20	3,148	12	216	1	1,745	7
KITSAP	1,315	72	1,294	71	2	0*	19	1
PIERCE	1,084	14	1,048	14	0	0	36	0*
SKAGIT	660	38	619	35	6	0*	35	2
SNOHOMISH	791	27	707	24	0	0	84	3
SPOKANE	3,030	28	2,898	27	78	1	54	0*
WALLA WALLA	345	39	283	32	56	6	6	1
WHATCOM	549	36	537	35	2	0*	10	1
RRB-TRAVELERS	26,635	34	18,007	23	0	0	8,628	11
AETNA	23,173	18	18,875	15	303	0*	3,995	3
EQUICOR, INC.	15,054	24	10,419	17	11	0*	4,624	7
NATIONWIDE	7,492	5	6,962	4	61	0*	469	0*
PRUDENTIAL	35,763	14	15,653	6	5	0*	20,105	8
TRAVELERS (RRB EXCLUDED)	10,986	8	9,238	7	13	0*	1,735	1

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TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: JULY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
TOTAL	2,943,409	2,920,442	99.2
BOSTON REGION	260,796	244,702	93.8
CONNECTICUT-TRAVELERS	23,919	23,919	100.0
MASSACHUSETTS B/S	173,961	173,961	100.0
MASSACHUSETTS	46,822	46,822	100.0
TRI-STATE	25,455	25,455	100.0
MAINE	11,528	11,528	100.0
NEW HAMPSHIRE	9,839	9,839	100.0
VERMONT	16,094	0	0.0
RHODE ISLAND B/S	99,442	99,442	100.0
NEW YORK REGION	99,442	99,442	100.0
NEW JERSEY-PRUDENTIAL	99,442	99,442	100.0
N.Y.-BINGHAMTON B/S	0	0	0.0
N.Y.-NEW YORK B/S	0	0	0.0
NEW YORK-GROUP HEALTH	0	0	0.0
PUERTO RICO B/S	0	0	0.0
PUERTO RICO	0	0	0.0
VIRGIN ISLANDS	0	0	0.0
PHILADELPHIA REGION	134,949	134,949	100.0
MARYLAND B/S	29,473	29,473	100.0
PENNSYLVANIA B/S	23,863	23,863	100.0
DELAWARE	0	0	0.0
DISTRICT OF COLUMBIA	23,863	23,863	100.0
PENNSYLVANIA	0	0	0.0
PENNSYLVANIA-LAB.	0	0	0.0
VIRGINIA-TRAVELERS	81,613	81,613	100.0
WEST VIRGINIA-NATIONWIDE	0	0	0.0
ATLANTA REGION	721,214	721,214	100.0
ALABAMA B/S	69,881	69,881	100.0
FLORIDA B/S	230,465	230,465	100.0
GEORGIA-PRUDENTIAL	106,198	106,198	100.0
KENTUCKY B/S	51,054	51,054	100.0
MISSISSIPPI-TRAVELERS	78,600	78,600	100.0
NORTH CAROLINA-PRUDENTIAL	50,631	50,631	100.0
SO. CAROLINA B/S(NON-P&E)	62,541	62,541	100.0
SO. CAROLINA B/S(P&E)	817	817	100.0
TENNESSEE-EQUICOR, INC.	71,027	71,027	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: JULY, 1987

CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
		NUMBER	PERCENT OF TOTAL TRANSFERRED
CHICAGO REGION	622,605	622,605	100.0
ILLINOIS B/S (HCSC)	0	0	0.0
INDIANA B/S	51,021	51,021	100.0
MICHIGAN B/S	0	0	0.0
MINNESOTA B/S	28,149	28,149	100.0
MINNESOTA-TRAVELERS	28,194	28,194	100.0
OHIO-NATIONWIDE	458,834	458,834	100.0
WISCONSIN B/S	56,407	56,407	100.0
DALLAS REGION	470,045	470,045	100.0
ARKANSAS B/S	53,290	53,290	100.0
LA.-ARK. B/S	117,162	117,162	100.0
NEW MEXICO-AETNA	20,503	20,503	100.0
OKLAHOMA-AETNA	62,993	62,993	100.0
TEXAS B/S	216,097	216,097	100.0
KANSAS CITY REGION	116,072	116,072	100.0
IOWA B/S	37,335	37,335	100.0
IOWA	24,864	24,864	100.0
NEBRASKA	12,471	12,471	100.0
KANSAS B/S	15,712	15,712	100.0
MISSOURI B/S	20,095	20,095	100.0
MISSOURI-GENERAL AMERICAN	42,930	42,930	100.0
DENVER REGION	57,833	50,960	88.1
COLORADO B/S	30,762	30,762	100.0
MONTANA B/S	7,170	7,170	100.0
NORTH DAKOTA B/S	11,856	11,856	100.0
NORTH DAKOTA	3,369	3,369	100.0
SOUTH DAKOTA	8,487	8,487	100.0
UTAH B/S	8,045	1,172	14.6
WYOMING-EQUICOR, INC.	0	0	0.0
SAN FRANCISCO REGION	399,618	399,618	100.0
ARIZONA-NEVADA-AETNA	0	0	0.0
ARIZONA	0	0	0.0
NEVADA	0	0	0.0
CALIFORNIA B/S	130,978	130,978	100.0
CAL.-OCCIDENTAL (NON-P&E)	255,903	255,903	100.0
CAL.-OCCIDENTAL (P & E)	3,408	3,408	100.0
HAWAII-AETNA	9,329	9,329	100.0

TABLE 6: SELECTED DATA ON MEDICAID CROSSOVER CLAIMS: JULY, 1987

	CARRIER	NUMBER TRANSFERRED	TRANSFERRED VIA ELECTRONIC MEDIA	
			NUMBER	PERCENT OF TOTAL TRANSFERRED
28	SEATTLE REGION	59,009	59,009	100.0
	ALASKA-OREGON-AETNA	0	0	0.0
	ALASKA	0	0	0.0
	OREGON	0	0	0.0
	IDAHO-EQUICOR, INC.	6,981	6,981	100.0
	WASHINGTON B/S	52,028	52,028	100.0
	CLALLAM	565	565	100.0
	COWLITZ	911	911	100.0
	GRAYS HARBOR	1,130	1,130	100.0
	KING	21,478	21,478	100.0
	KITSAP	2,097	2,097	100.0
	PIERCE	8,269	8,269	100.0
	SKAGIT	998	998	100.0
	SNOHOMISH	4,206	4,206	100.0
	SPOKANE	10,426	10,426	100.0
	WALLA WALLA	704	704	100.0
	WHATCOM	1,244	1,244	100.0
	RRB-TRAVELERS	1,826	1,826	100.0
	AETNA	92,825	92,825	100.0
	EQUICOR, INC.	78,008	78,008	100.0
	NATIONWIDE	458,834	458,834	100.0
	PRUDENTIAL	256,271	256,271	100.0
	TRAVELERS (RRB EXCLUDED)	212,326	212,326	100.0

Table 7: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ALL CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	30,632,741	98.7	99.5	28,220,370	92.1	97.7
BOSTON REGION	1,909,773	97.6	98.7	1,787,586	93.6	95.7
CONNECTICUT-TRAVELERS	465,327	97.4	98.9	441,866	95.0	90.0
MASSACHUSETTS B/S	934,311	97.6	98.6	869,815	93.1	97.6
TRI-STATE	337,426	97.2	98.3	310,478	92.0	98.2
MAINE	152,491	97.8	98.7	140,972	92.4	98.0
NEW HAMPSHIRE	117,528	96.5	97.9	106,944	91.0	98.1
VERMONT	67,407	97.1	98.1	62,562	92.8	98.7
RHODE ISLAND B/S	172,709	98.4	99.4	165,427	95.8	96.8
NEW YORK REGION	3,879,632	98.6	99.4	3,618,418	93.3	98.8
NEW JERSEY-PRUDENTIAL	1,023,006	98.9	99.6	918,521	89.8	97.5
N.Y.-BINGHAMTON B/S	668,264	99.0	99.7	634,619	95.0	99.2
N.Y.-NEW YORK B/S	1,736,900	99.0	99.7	1,655,629	95.3	99.3
NEW YORK-GROUP HEALTH	217,691	98.4	99.6	203,378	93.4	99.1
PUERTO RICO B/S	233,771	92.6	94.9	206,271	88.2	99.0
PUERTO RICO	233,437	92.6	94.9	205,991	88.2	99.1
VIRGIN ISLANDS	334	92.5	96.1	280	83.8	89.6
PHILADELPHIA REGION	3,594,081	98.1	99.3	3,105,580	86.4	97.0
MARYLAND B/S	339,276	97.5	99.1	222,680	65.6	96.1
PENNSYLVANIA B/S	2,546,518	98.4	99.5	2,218,938	87.1	98.6
DELAWARE	75,479	99.0	99.7	63,659	84.3	99.7
DISTRICT OF COLUMBIA	339,759	97.8	99.2	272,433	80.2	98.7
PENNSYLVANIA	2,054,372	98.4	99.5	1,829,843	89.1	98.5
PENNSYLVANIA-LAB.	76,908	98.7	99.8	53,003	68.9	100.0
VIRGINIA-TRAVELERS	495,120	99.3	99.8	476,943	96.3	96.7
WEST VIRGINIA-NATIONWIDE	213,167	92.7	95.7	187,019	87.7	79.4
ATLANTA REGION	5,564,829	98.7	99.7	5,100,328	91.7	98.8
ALABAMA B/S	414,713	99.7	99.9	394,280	95.1	99.5
FLORIDA B/S	2,226,100	98.3	99.7	2,052,694	92.2	99.1
GEORGIA-PRUDENTIAL	598,604	99.2	99.8	565,830	94.5	99.2
KENTUCKY B/S	426,742	98.5	99.4	387,818	90.9	99.0
MISSISSIPPI-TRAVELERS	274,348	98.9	99.8	266,248	97.0	96.9
NORTH CAROLINA-PRUDENTIAL	804,157	99.3	99.9	670,363	83.4	98.8
SO. CAROLINA B/S(NON-P&E)	297,610	98.3	99.2	277,155	93.1	95.5
SO. CAROLINA B/S(P&E)	51,200	98.7	99.7	45,237	88.4	99.5
TENNESSEE-EQUICOR, INC.	471,355	98.8	99.2	440,703	93.5	99.5

Table 7: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ALL CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
CHICAGO REGION	5,214,326	98.7	99.4	4,973,520	95.4	95.1
ILLINOIS B/S (HCSC)	1,224,061	99.9	100.0	1,193,901	97.5	97.6
INDIANA B/S	551,597	99.4	99.9	525,421	95.3	99.8
MICHIGAN B/S	1,234,485	99.7	100.0	1,201,274	97.3	99.8
MINNESOTA B/S	158,856	99.9	100.0	151,074	95.1	99.9
MINNESOTA-TRAVELERS	171,944	98.7	100.0	164,830	95.9	98.6
OHIO-NATIONWIDE	1,261,925	95.7	97.8	1,145,963	90.8	83.6
WISCONSIN B/S	611,458	99.4	99.8	591,057	96.7	96.6
DALLAS REGION	2,531,950	99.5	99.9	2,345,834	92.6	99.5
ARKANSAS B/S	279,769	99.4	99.9	262,739	93.9	99.7
LA.-ARK. B/S	387,712	98.8	99.9	362,938	93.6	99.1
NEW MEXICO-AETNA	99,850	99.0	99.8	76,868	77.0	99.5
OKLAHOMA-AETNA	321,805	99.5	99.9	276,150	85.8	99.6
TEXAS B/S	1,442,814	99.7	100.0	1,367,139	94.8	99.5
KANSAS CITY REGION	1,470,439	98.1	99.3	1,356,578	92.3	98.3
IOWA B/S	521,294	99.1	99.8	495,497	95.1	99.3
IOWA	349,470	99.2	99.8	332,956	95.3	99.4
NEBRASKA	171,824	98.9	99.7	162,541	94.6	99.1
KANSAS B/S	228,900	99.4	100.0	215,783	94.3	98.9
MISSOURI B/S	229,620	98.8	99.4	207,981	90.6	98.3
MISSOURI-GENERAL AMERICAN	490,625	96.1	98.4	437,317	89.1	97.0
DENVER REGION	669,181	98.6	99.6	594,285	88.8	99.1
COLORADO B/S	272,653	98.3	99.7	250,591	91.9	99.0
MONTANA B/S	90,717	97.7	99.0	73,647	81.2	99.0
NORTH DAKOTA B/S	179,819	99.7	100.0	166,548	92.6	98.9
NORTH DAKOTA	89,780	99.8	100.0	82,709	92.1	99.1
SOUTH DAKOTA	90,039	99.7	100.0	83,839	93.1	98.6
UTAH B/S	100,843	98.5	99.7	83,436	82.7	99.9
WYOMING-EQUICOR, INC.	25,149	96.8	99.2	20,063	79.8	99.6
SAN FRANCISCO REGION	3,531,426	99.3	99.8	3,240,935	91.8	98.9
ARIZONA-NEVADA-AETNA	434,901	99.1	99.7	320,195	73.6	98.6
ARIZONA	362,320	99.1	99.7	260,951	72.0	99.2
NEVADA	72,581	98.8	99.6	59,244	81.6	96.1
CALIFORNIA B/S	1,215,829	99.3	99.9	1,122,025	92.3	99.1
CAL.-OCCIDENTAL (NON-P&E)	1,776,782	99.3	99.8	1,713,580	96.4	98.9
CAL.-OCCIDENTAL (P & E)	25,701	99.0	100.0	21,550	83.8	99.0
HAWAII-AETNA	78,213	99.0	99.9	63,585	81.3	97.6

Table 7: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ALL CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
SEATTLE REGION	1,495,615	99.5	99.8	1,351,251	90.3	97.4
ALASKA-OREGON-AETNA	284,770	99.7	99.9	248,146	87.1	99.1
ALASKA	10,881	99.8	99.9	8,450	77.7	99.6
OREGON	273,889	99.7	99.9	239,696	87.5	99.1
IDAHO-EQUICOR, INC.	81,039	99.2	99.7	75,006	92.6	99.1
WASHINGTON B/S	1,129,806	99.4	99.8	1,028,099	91.0	96.8
WASHINGTON B/S	564,906	99.4	99.8	514,052	91.0	96.8
CLALLAM	8,706	99.9	100.0	8,302	95.4	99.6
COWLITZ	9,670	97.1	98.8	8,912	92.2	97.8
GRAYS HARBOR	10,369	99.7	100.0	9,811	94.6	99.2
KING	251,549	99.3	99.8	222,895	88.6	94.7
KITSAP	21,655	99.6	99.9	20,190	93.2	98.5
PIERCE	77,290	99.8	99.9	73,264	94.8	99.1
SKAGIT	17,649	99.9	100.0	16,749	94.9	99.8
SNOHOMISH	32,365	98.8	99.6	28,834	89.1	98.7
SPOKANE	111,442	99.5	99.9	102,763	92.2	97.3
WALLA WALLA	9,185	99.3	99.7	8,643	94.1	99.8
WHATCOM	15,020	99.6	99.8	13,684	91.1	99.9
RRB-TRAVELERS	771,489	99.7	100.0	746,055	96.7	98.1
AETNA	1,219,539	99.3	99.9	984,944	80.8	99.0
EQUICOR, INC.	577,543	98.8	99.3	535,772	92.8	99.4
NATIONWIDE	1,475,092	95.3	97.5	1,332,982	90.4	83.0
PRUDENTIAL	2,425,767	99.1	99.8	2,154,714	88.8	98.4
TRAVELERS (RRB EXCLUDED)	1,406,739	98.5	99.5	1,349,887	96.0	94.8

Table 8: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED PHYSICIAN CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
TOTAL	17,762,684	98.8	99.5	16,569,480	93.3	97.8
BOSTON REGION	1,323,697	97.7	98.7	1,247,717	94.3	96.0
CONNECTICUT-TRAVELERS	232,911	97.4	98.9	223,620	96.0	88.9
MASSACHUSETTS B/S	743,137	97.8	98.7	695,855	93.6	97.6
MASSACHUSETTS TRI-STATE	212,962	97.4	98.3	198,886	93.4	98.1
MAINE	108,949	98.0	98.7	101,772	93.4	98.1
NEW HAMPSHIRE	60,210	96.4	97.6	55,948	92.9	97.9
VERMONT	43,803	97.2	98.0	41,166	94.0	98.6
RHODE ISLAND B/S	134,687	98.4	99.4	129,356	96.0	96.8
NEW YORK REGION	2,241,509	98.7	99.4	2,094,374	93.4	99.0
NEW JERSEY-PRUDENTIAL	460,962	99.0	99.6	400,090	86.8	97.5
N.Y.-BINGHAMTON B/S	438,540	99.4	99.8	423,809	96.6	99.3
N.Y.-NEW YORK B/S	1,041,194	99.3	99.8	998,832	95.9	99.4
NEW YORK-GROUP HEALTH	142,007	98.4	99.6	132,041	93.0	99.0
PUERTO RICO B/S	158,806	92.3	94.6	139,602	87.9	99.3
PUERTO RICO	158,650	92.3	94.6	139,469	87.9	99.3
VIRGIN ISLANDS	156	91.7	92.9	133	85.3	92.5
PHILADELPHIA REGION	2,456,872	98.3	99.3	2,146,248	87.4	97.0
MARYLAND B/S	228,999	97.7	99.2	151,439	66.1	96.0
PENNSYLVANIA B/S	1,751,998	98.6	99.6	1,546,310	88.3	98.7
DELAWARE	43,183	99.0	99.7	35,760	82.8	99.8
DISTRICT OF COLUMBIA	191,251	97.7	99.2	154,624	80.8	98.4
PENNSYLVANIA	1,517,564	98.7	99.6	1,355,926	89.3	98.7
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	325,650	99.4	99.8	315,300	96.8	97.1
WEST VIRGINIA-NATIONWIDE	150,225	92.9	95.8	133,199	88.7	77.7
ATLANTA REGION	3,123,339	99.0	99.7	2,930,170	93.8	98.9
ALABAMA B/S	287,628	99.7	99.9	276,594	96.2	99.5
FLORIDA B/S	1,287,553	98.8	99.8	1,214,574	94.3	99.4
GEORGIA-PRUDENTIAL	347,534	99.4	99.9	330,038	95.0	99.3
KENTUCKY B/S	238,348	98.6	99.3	220,680	92.6	99.1
MISSISSIPPI-TRAVELERS	176,754	99.0	99.9	173,153	98.0	96.6
NORTH CAROLINA-PRUDENTIAL	342,629	99.3	99.9	297,504	86.8	98.6
SO. CAROLINA B/S(NON-P&E)	183,990	98.7	99.4	174,482	94.8	95.7
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	258,903	98.9	99.2	243,145	93.9	99.4

Table 8: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED PHYSICIAN CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT			NUMBER	PERCENT		
		60 DAYS	90 DAYS	IN		OF TOTAL	IN 30 DAYS	
CHICAGO REGION	2,944,620	98.8	99.5		2,843,362	96.6	95.3	
ILLINOIS B/S (HCSC)	626,474	100.0	100.0		618,693	98.8	97.3	
INDIANA B/S	287,940	99.6	100.0		278,824	96.8	99.9	
MICHIGAN B/S	885,680	99.7	100.0		868,497	98.1	99.8	
MINNESOTA B/S	67,233	99.9	100.0		65,033	96.7	100.0	
MINNESOTA-TRAVELERS	92,362	98.9	100.0		89,382	96.8	98.7	
OHIO-NATIONWIDE	675,163	96.0	97.9		622,052	92.1	83.5	
WISCONSIN B/S	309,768	99.4	99.9		300,881	97.1	96.6	
DALLAS REGION	1,404,309	99.7	100.0		1,331,623	94.8	99.4	
ARKANSAS B/S	194,203	99.6	99.9		183,647	94.6	99.6	
LA.-ARK. B/S	246,033	99.3	99.9		234,350	95.3	99.1	
NEW MEXICO-AETNA	49,906	99.2	99.8		39,775	79.7	99.5	
OKLAHOMA-AETNA	142,047	99.7	100.0		125,862	88.6	99.6	
TEXAS B/S	772,120	99.9	100.0		747,989	96.9	99.4	
KANSAS CITY REGION	818,083	98.2	99.3		762,669	93.2	98.6	
IOWA B/S	258,474	99.5	99.9		249,982	96.7	99.4	
IOWA	172,454	99.6	99.9		167,165	96.9	99.5	
NEBRASKA	86,020	99.3	99.9		82,817	96.3	99.2	
KANSAS B/S	163,133	99.5	100.0		155,587	95.4	98.9	
MISSOURI B/S	143,848	98.9	99.4		132,651	92.2	98.0	
MISSOURI-GENERAL AMERICAN	252,628	95.5	98.3		224,449	88.8	97.9	
DENVER REGION	302,869	98.6	99.6		270,143	89.2	99.0	
COLORADO B/S	130,608	98.7	99.7		121,941	93.4	99.0	
MONTANA B/S	37,990	97.4	98.9		30,199	79.5	98.9	
NORTH DAKOTA B/S	71,869	99.8	100.0		67,058	93.3	98.3	
NORTH DAKOTA	39,978	99.8	100.0		36,908	92.3	98.6	
SOUTH DAKOTA	31,891	99.7	100.0		30,150	94.5	97.9	
UTAH B/S	54,525	98.3	99.7		44,593	81.8	99.9	
WYOMING-EQUICOR, INC.	7,877	96.8	99.1		6,352	80.6	99.5	
SAN FRANCISCO REGION	2,102,037	99.5	99.9		1,962,100	93.3	98.9	
ARIZONA-NEVADA-AETNA	207,356	99.3	99.8		158,053	76.2	98.3	
ARIZONA	159,859	99.4	99.8		118,091	73.9	99.1	
NEVADA	47,497	99.0	99.7		39,962	84.1	95.7	
CALIFORNIA B/S	711,739	99.3	99.9		659,631	92.7	99.1	
CAL.-OCCIDENTAL (NON-P&E)	1,134,524	99.6	99.9		1,104,032	97.3	99.0	
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0		0	0.0	0	
HAWAII-AETNA	48,418	99.2	99.9		40,384	83.4	97.0	

Table 8: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED PHYSICIAN CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
SEATTLE REGION	614,733	99.5	99.8	562,849	91.6	97.2
ALASKA-OREGON-AETNA	108,207	99.7	99.9	95,106	87.9	98.7
ALASKA	7,050	99.8	99.9	5,513	78.2	99.7
OREGON	101,157	99.7	99.9	89,593	88.6	98.7
IDAHO-EQUICOR, INC.	24,286	99.3	99.7	22,397	92.2	98.8
WASHINGTON B/S	482,240	99.5	99.8	445,346	92.3	96.8
WASHINGTON B/S	241,120	99.5	99.8	222,673	92.3	96.8
CLALLAM	2,836	100.0	100.0	2,744	96.8	99.5
COWLITZ	4,839	97.2	98.7	4,383	90.6	96.4
GRAYS HARBOR	5,819	99.7	99.9	5,577	95.8	99.1
KING	94,038	99.5	99.8	84,143	89.5	94.2
KITSAP	9,925	99.7	99.9	9,323	93.9	98.3
PIERCE	36,752	99.8	99.9	35,312	96.1	99.6
SKAGIT	4,014	99.9	99.9	3,830	95.4	99.9
SNOHOMISH	16,398	99.1	99.7	15,118	92.2	98.9
SPOKANE	56,991	99.6	99.9	53,396	93.7	96.9
WALLA WALLA	3,651	99.5	99.8	3,465	94.9	99.8
WHATCOM	5,857	99.5	99.8	5,382	91.9	99.9
RRB-TRAVELERS	430,616	99.8	100.0	418,225	97.1	97.5
AETNA	555,934	99.5	99.9	459,180	82.6	98.7
EQUICOR, INC.	291,066	98.9	99.3	271,894	93.4	99.3
NATIONWIDE	825,388	95.4	97.5	755,251	91.5	82.4
PRUDENTIAL	1,151,125	99.2	99.8	1,027,632	89.3	98.4
TRAVELERS (RRB EXCLUDED)	827,677	98.7	99.6	801,455	96.8	94.9

Table 9: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED DME CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
TOTAL	1,304,289	97.4	99.2	1,149,570	88.1	97.1
BOSTON REGION	58,670	95.8	98.3	49,325	84.1	94.4
CONNECTICUT-TRAVELERS	12,908	96.0	99.0	10,690	82.8	88.1
MASSACHUSETTS B/S	30,040	96.6	98.2	25,996	86.5	96.0
TRI-STATE	13,512	93.7	97.9	10,779	79.8	96.8
MAINE	6,746	94.0	98.0	5,544	82.2	95.9
NEW HAMPSHIRE	4,127	93.3	97.7	3,165	76.7	97.9
VERMONT	2,639	93.1	98.1	2,070	78.4	97.7
RHODE ISLAND B/S	2,210	96.7	98.4	1,860	84.2	94.8
NEW YORK REGION	177,211	96.8	98.8	162,618	91.8	98.6
NEW JERSEY-PRUDENTIAL	28,785	98.3	99.2	27,301	94.8	98.4
N.Y.-BINGHAMTON B/S	32,726	96.1	99.3	29,100	88.9	96.8
N.Y.-NEW YORK B/S	79,440	98.2	99.7	73,802	92.9	99.4
NEW YORK-GROUP HEALTH	11,824	98.8	99.9	11,155	94.3	99.6
PUERTO RICO B/S	24,436	90.4	93.7	21,260	87.0	97.9
PUERTO RICO	24,436	90.4	93.7	21,260	87.0	97.9
VIRGIN ISLANDS	0	0.0	0.0	0	0.0	0
PHILADELPHIA REGION	190,387	97.0	98.8	165,336	86.8	96.9
MARYLAND B/S	12,356	93.6	97.7	7,729	62.6	92.7
PENNSYLVANIA B/S	145,326	97.3	98.9	127,678	87.9	97.5
DELAWARE	4,806	97.0	98.7	3,747	78.0	98.5
DISTRICT OF COLUMBIA	9,565	96.1	98.4	8,284	86.6	98.2
PENNSYLVANIA	130,955	97.4	98.9	115,647	88.3	97.4
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	24,935	99.4	99.9	23,619	94.7	95.1
WEST VIRGINIA-NATIONWIDE	7,770	90.7	95.2	6,310	81.2	95.7
ATLANTA REGION	214,716	96.8	99.3	191,112	89.0	96.2
ALABAMA B/S	13,802	99.6	99.9	10,931	79.2	98.2
FLORIDA B/S	107,132	94.9	98.8	93,353	87.1	94.4
GEORGIA-PRUDENTIAL	25,336	99.6	99.9	24,400	96.3	97.9
KENTUCKY B/S	16,236	95.7	99.2	14,125	87.0	97.4
MISSISSIPPI-TRAVELERS	9,313	97.4	99.9	8,117	87.2	97.0
NORTH CAROLINA-PRUDENTIAL	15,531	99.4	99.9	14,118	90.9	99.0
SO. CAROLINA B/S(NON-P&E)	10,891	98.5	99.4	10,125	93.0	95.0
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	16,475	99.4	99.6	15,943	96.8	99.7

Table 9: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED DME CLAIMS FOR JULY, 1987

CARRIER	NUMBER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
		60 DAYS	90 DAYS	IN PERCENT	OF TOTAL	IN 30 DAYS	PERCENT
CHICAGO REGION	221,061	98.4	99.5		203,317	92.0	97.9
ILLINOIS B/S (HCSC)	60,948	99.9	100.0		60,024	98.5	97.9
INDIANA B/S	23,352	97.5	99.8		20,647	88.4	98.6
MICHIGAN B/S	51,749	99.7	99.9		46,206	89.3	99.8
MINNESOTA B/S	2,242	99.5	100.0		1,999	89.2	99.9
MINNESOTA-TRAVELERS	8,436	98.3	99.9		7,804	92.5	98.5
OHIO-NATIONWIDE	53,413	95.5	98.3		46,827	87.7	96.6
WISCONSIN B/S	20,921	98.9	99.7		19,810	94.7	95.6
DALLAS REGION	106,185	99.0	99.9		88,183	83.0	99.1
ARKANSAS B/S	12,038	98.6	99.8		10,694	88.8	99.2
LA.-ARK. B/S	8,223	95.6	99.4		6,988	85.0	98.3
NEW MEXICO-AETNA	8,252	97.9	99.8		5,413	65.6	99.6
OKLAHOMA-AETNA	9,408	98.8	99.9		7,469	79.4	99.6
TEXAS B/S	68,264	99.6	100.0		57,619	84.4	99.0
KANSAS CITY REGION	57,155	93.4	97.5		49,882	87.3	89.2
IOWA B/S	20,875	96.6	99.1		18,189	87.1	98.9
IOWA	14,977	96.6	99.1		13,009	86.9	98.9
NEBRASKA	5,898	96.4	99.2		5,180	87.8	99.1
KANSAS B/S	3,846	99.4	100.0		3,527	91.7	98.7
MISSOURI B/S	10,739	97.8	98.8		9,342	87.0	98.7
MISSOURI-GENERAL AMERICAN	21,695	87.2	94.9		18,824	86.8	73.3
DENVER REGION	38,409	97.6	99.4		34,098	88.8	99.0
COLORADO B/S	23,505	96.8	99.2		21,530	91.6	98.7
MONTANA B/S	3,441	97.5	99.4		2,627	76.3	99.6
NORTH DAKOTA B/S	3,454	99.9	100.0		3,108	90.0	99.5
NORTH DAKOTA	1,027	99.9	100.0		895	87.1	99.4
SOUTH DAKOTA	2,427	99.8	100.0		2,213	91.2	99.5
UTAH B/S	6,788	98.8	99.7		5,768	85.0	99.7
WYOMING-EQUICOR, INC.	1,221	99.5	99.8		1,065	87.2	99.9
SAN FRANCISCO REGION	146,685	98.6	99.6		132,005	90.0	97.9
ARIZONA-NEVADA-AETNA	19,590	99.5	99.9		15,374	78.5	98.2
ARIZONA	15,386	99.6	99.9		12,215	79.4	97.9
NEVADA	4,204	99.2	99.7		3,159	75.1	99.1
CALIFORNIA B/S	53,234	99.1	99.9		48,626	91.3	98.6
CAL.-OCCIDENTAL (NON-P&E)	72,402	97.9	99.4		66,844	92.3	97.3
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0		0	0.0	0
HAWAII-AETNA	1,459	98.5	99.9		1,161	79.6	99.2

Table 9: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED DME CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN	NUMBER	PERCENT		IN
		60 DAYS	90 DAYS			OF TOTAL	30 DAYS	
SEATTLE REGION	58,405	98.0	99.4		39,842	68.2	96.4	
ALASKA-OREGON-AETNA								
ALASKA	6,961	99.8	99.9		5,455	78.4	98.8	
OREGON	96	100.0	100.0		75	78.1	97.3	
IDAHO-EQUICOR, INC.	6,865	99.8	99.9		5,380	78.4	98.8	
WASHINGTON B/S	2,375	99.2	99.9		2,233	94.0	99.6	
WASHINGTON B/S	49,069	97.7	99.3		32,154	65.5	95.8	
CLALLAM	24,537	97.7	99.3		16,079	65.5	95.8	
COWLITZ	268	99.6	99.6		216	80.6	98.6	
GRAYS HARBOR	89	98.9	100.0		88	98.9	98.9	
KING	306	98.4	100.0		223	72.9	94.6	
KITSAP	10,123	96.7	99.0		5,725	56.6	90.6	
PIERCE	770	97.7	99.9		433	56.2	85.0	
SKAGIT	3,810	99.6	99.9		3,301	86.6	99.8	
SNOHOMISH	246	99.6	99.6		196	79.7	99.0	
SPOKANE	1,260	92.0	95.6		451	35.8	99.8	
WALLA WALLA	6,889	98.8	99.9		4,830	70.1	99.0	
WHATCOM	157	97.5	99.4		125	79.6	100.0	
	614	99.8	99.8		487	79.3	100.0	
RRB-TRAVELERS	35,405	99.2	100.0		33,852	95.6	97.6	
AETNA								
EQUICOR, INC.	45,670	99.1	99.9		34,872	76.4	98.8	
NATIONWIDE	20,071	99.4	99.7		19,241	95.9	99.7	
PRUDENTIAL	61,183	94.9	97.9		53,137	86.8	96.5	
TRAVELERS (RRB EXCLUDED)	69,652	99.0	99.6		65,819	94.5	98.3	
	55,592	98.1	99.7		50,230	90.4	94.4	

Table 10: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED LAB CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
TOTAL	2,935,897	99.3	99.7	2,666,668	90.8	98.9
BOSTON REGION	209,376	98.3	99.2	199,577	95.3	97.2
CONNECTICUT-TRAVELERS	85,393	98.7	99.3	83,607	97.9	95.9
MASSACHUSETTS B/S	93,080	98.2	99.2	86,948	93.4	98.7
MASSACHUSETTS TRI-STATE	9,423	95.7	97.8	8,582	91.1	98.4
MAINE	4,572	95.8	98.3	4,176	91.3	98.0
NEW HAMPSHIRE	4,450	95.5	97.1	4,038	90.7	98.6
VERMONT	401	96.8	98.5	368	91.8	99.7
RHODE ISLAND B/S	21,480	98.6	99.2	20,440	95.2	96.0
NEW YORK REGION	449,420	98.9	99.5	413,198	91.9	98.7
NEW JERSEY-PRUDENTIAL	204,308	98.9	99.4	177,451	86.9	97.4
N.Y.-BINGHAMTON B/S	50,161	99.4	99.7	48,485	96.7	99.6
N.Y.-NEW YORK B/S	170,097	99.4	100.0	165,055	97.0	99.7
NEW YORK-GROUP HEALTH	9,537	97.7	99.6	8,845	92.7	98.0
PUERTO RICO B/S	15,317	92.5	94.4	13,362	87.2	99.2
PUERTO RICO	15,315	92.5	94.4	13,361	87.2	99.2
VIRGIN ISLANDS	2	50.0	50.0	1	50.0	100.0
PHILADELPHIA REGION	336,623	98.8	99.7	264,095	78.5	99.4
MARYLAND B/S	30,654	98.9	99.5	22,199	72.4	98.7
PENNSYLVANIA B/S	295,031	98.8	99.8	231,518	78.5	99.6
DELAWARE	11,250	99.6	99.9	9,975	88.7	99.9
DISTRICT OF COLUMBIA	69,323	98.6	99.7	52,721	76.1	99.8
PENNSYLVANIA	137,550	98.9	99.8	115,819	84.2	99.3
PENNSYLVANIA-LAB.	76,908	98.7	99.8	53,003	68.9	100.0
VIRGINIA-TRAVELERS	7,290	99.7	99.8	7,158	98.2	97.1
WEST VIRGINIA-NATIONWIDE	3,648	93.7	96.3	3,220	88.3	90.5
ATLANTA REGION	640,892	99.5	99.8	557,290	87.0	99.6
ALABAMA B/S	37,405	99.9	100.0	36,112	96.5	100.0
FLORIDA B/S	220,429	99.4	99.9	210,819	95.6	99.6
GEORGIA-PRUDENTIAL	63,365	99.4	99.9	57,779	91.2	99.3
KENTUCKY B/S	40,523	99.0	99.4	32,293	79.7	99.5
MISSISSIPPI-TRAVELERS	20,746	99.7	99.9	20,255	97.6	99.4
NORTH CAROLINA-PRUDENTIAL	224,495	99.8	100.0	167,524	74.6	99.5
SO. CAROLINA B/S(NON-P&E)	2,665	98.4	99.4	2,541	95.3	97.2
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0	0.0	0
TENNESSEE-EQUICOR, INC.	31,264	98.5	98.7	29,967	95.9	99.7

Table 10: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED LAB CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	PERCENT		IN	NUMBER	PERCENT		IN
		60 DAYS	90 DAYS			OF TOTAL	30 DAYS	
CHICAGO REGION	369,210	99.4	99.8		358,708	97.2	97.1	
ILLINOIS B/S (HCSC)	103,094	99.9	100.0		100,831	97.8	96.6	
INDIANA B/S	32,071	99.6	100.0		30,957	96.5	100.0	
MICHIGAN B/S	115,098	99.9	100.0		113,912	99.0	99.0	
MINNESOTA B/S	6,451	100.0	100.0		6,365	98.7	100.0	
MINNESOTA-TRAVELERS	9,737	99.7	100.0		9,508	97.6	99.7	
OHIO-NATIONWIDE	76,425	97.5	98.9		71,142	93.1	91.1	
WISCONSIN B/S	26,334	99.6	99.8		25,993	98.7	98.0	
DALLAS REGION	209,935	99.8	100.0		196,524	93.6	99.9	
ARKANSAS B/S	11,798	99.5	100.0		11,554	97.9	99.9	
LA.-ARK. B/S	17,793	99.5	100.0		17,368	97.6	99.8	
NEW MEXICO-AETNA	6,705	99.3	99.8		4,961	74.0	99.7	
OKLAHOMA-AETNA	21,477	99.4	100.0		17,208	80.1	99.7	
TEXAS B/S	152,162	99.9	100.0		145,433	95.6	100.0	
KANSAS CITY REGION	89,817	98.9	99.6		82,463	91.8	99.2	
IOWA B/S	26,141	99.5	99.9		25,283	96.7	99.9	
IOWA	19,928	99.5	99.9		19,255	96.6	99.9	
NEBRASKA	6,213	99.5	99.9		6,028	97.0	99.9	
KANSAS B/S	10,714	99.7	100.0		10,271	95.9	98.6	
MISSOURI B/S	23,079	99.3	99.6		19,109	82.8	99.6	
MISSOURI-GENERAL AMERICAN	29,883	97.8	99.0		27,800	93.0	98.5	
DENVER REGION	49,009	99.1	99.9		44,519	90.8	99.0	
COLORADO B/S	18,218	98.1	99.9		16,403	90.0	99.9	
MONTANA B/S	3,091	98.1	99.5		2,515	81.4	100.0	
NORTH DAKOTA B/S	19,862	99.9	100.0		18,958	95.4	97.9	
NORTH DAKOTA	8,883	99.8	100.0		8,608	96.9	99.0	
SOUTH DAKOTA	10,979	99.9	100.0		10,350	94.3	96.9	
UTAH B/S	6,712	99.6	99.9		5,641	84.0	99.8	
WYOMING-EQUICOR, INC.	1,126	99.0	99.8		1,002	89.0	99.5	
SAN FRANCISCO REGION	375,885	99.7	99.9		354,404	94.3	99.5	
ARIZONA-NEVADA-AETNA	45,418	99.4	99.7		37,387	82.3	99.2	
ARIZONA	39,086	99.4	99.6		31,964	81.8	99.3	
NEVADA	6,332	99.2	99.7		5,423	85.6	98.8	
CALIFORNIA B/S	88,742	99.4	99.9		83,639	94.2	99.5	
CAL.-OCCIDENTAL (NON-P&E)	233,342	99.8	100.0		226,929	97.3	99.6	
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0		0	0.0	0	
HAWAII-AETNA	8,383	99.4	100.0		6,449	76.9	98.4	

Table 10 : CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED LAB CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED				CLEAN CLAIMS PROCESSED			
	NUMBER	60 DAYS	90 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT	IN 30 DAYS
SEATTLE REGION	138,024	99.8	99.9		129,495	93.8		99.7
ALASKA-OREGON-AETNA								
ALASKA	22,737	99.8	100.0		19,434	85.5		99.5
OREGON	22,506	99.8	99.8		447	88.3		99.6
IDAHO-EQUICOR, INC.	2,231	99.8	100.0		18,987	85.4		99.5
WASHINGTON B/S	2,687	99.1	99.6		2,597	96.7		98.4
WASHINGTON B/S	112,600	99.8	99.9		107,464	95.4		99.8
WASHINGTON B/S	56,300	99.8	99.9		53,732	95.4		99.8
CLALLAM	454	100.0	100.0		446	98.2		100.0
COWLITZ	784	98.2	99.6		745	95.0		99.9
GRAYS HARBOR	0	0.0	0.0		0	0.0		0
KING	38,259	99.8	99.9		36,360	95.0		99.9
KITSAP	1,124	99.4	99.6		1,089	96.9		99.9
PIERCE	2,545	99.9	99.9		2,473	97.2		100.0
SKAGIT	3,194	100.0	100.0		3,110	97.4		100.0
SNOHOMISH	0	0.0	0.0		0	0.0		0
SPOKANE	7,945	99.7	100.0		7,611	95.8		99.1
WALLA WALLA	226	100.0	100.0		222	98.2		100.0
WHATCOM	1,769	99.8	99.8		1,676	94.7		100.0
RRB-TRAVELERS	67,706	99.9	100.0		66,395	98.1		99.5
AETNA								
EQUICOR, INC.	104,720	99.5	99.8		85,439	81.6		99.4
NATIONWIDE	35,077	98.6	98.8		33,566	95.7		99.6
PRUDENTIAL	80,073	97.4	98.8		74,362	92.9		91.1
TRAVELERS (RRB EXCLUDED)	492,168	99.4	99.7		402,754	81.8		98.6
	123,166	99.0	99.5		120,528	97.9		96.9

Table 11: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED AMBULANCE CLAIMS FOR JULY, 1987

CARRIER	NUMBER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
		PERCENT	IN	90 DAYS	PERCENT	OF TOTAL	IN 30 DAYS
TOTAL	406,117	98.2	99.3	99.3	89.8	98.5	98.5
BOSTON REGION	35,957	96.0	97.5	97.5	90.5	95.7	95.7
CONNECTICUT-TRAVELERS	5,589	96.0	98.4	98.4	92.1	82.0	82.0
MASSACHUSETTS B/S	24,352	95.8	97.0	97.0	90.2	98.2	98.2
TRI-STATE	4,448	96.6	98.3	98.3	88.3	99.1	99.1
MAINE	2,617	97.6	98.8	98.8	90.0	98.9	98.9
NEW HAMPSHIRE	1,289	94.7	97.5	97.5	85.0	99.4	99.4
VERMONT	542	96.3	97.4	97.4	88.0	99.6	99.6
RHODE ISLAND B/S	1,568	98.6	99.6	99.6	96.2	96.8	96.8
NEW YORK REGION	47,729	98.0	99.5	99.5	93.4	99.1	99.1
NEW JERSEY-PRUDENTIAL	8,677	99.6	99.9	99.9	94.8	99.6	99.6
N.Y.-BINGHAMTON B/S	6,534	98.3	99.3	99.3	92.0	99.7	99.7
N.Y.-NEW YORK B/S	21,073	97.7	99.8	99.8	93.4	99.8	99.8
NEW YORK-GROUP HEALTH	1,087	99.4	99.6	99.6	96.2	93.3	93.3
PUERTO RICO B/S	10,358	96.8	98.4	98.4	92.9	97.5	97.5
PUERTO RICO	10,358	96.8	98.4	98.4	92.9	97.5	97.5
VIRGIN ISLANDS	0	0.0	0.0	0.0	0.0	0	0
PHILADELPHIA REGION	61,875	98.2	99.2	99.2	88.5	98.5	98.5
MARYLAND B/S	5,067	98.1	99.4	99.4	61.7	99.5	99.5
PENNSYLVANIA B/S	42,806	98.5	99.4	99.4	90.2	98.7	98.7
DELAWARE	1,494	99.7	99.9	99.9	79.0	99.9	99.9
DISTRICT OF COLUMBIA	3,298	98.8	99.7	99.7	91.7	100.0	100.0
PENNSYLVANIA	38,014	98.5	99.4	99.4	90.6	98.6	98.6
PENNSYLVANIA-LAB.	0	0.0	0.0	0.0	0.0	0	0
VIRGINIA-TRAVELERS	8,223	99.3	99.7	99.7	95.5	98.3	98.3
WEST VIRGINIA-NATIONWIDE	5,779	93.8	96.6	96.6	88.8	97.0	97.0
ATLANTA REGION	56,266	98.4	99.6	99.6	90.6	98.8	98.8
ALABAMA B/S	5,032	99.4	99.8	99.8	85.6	99.5	99.5
FLORIDA B/S	15,307	97.2	99.5	99.5	91.2	98.4	98.4
GEORGIA-PRUDENTIAL	8,544	99.4	99.8	99.8	96.4	99.5	99.5
KENTUCKY B/S	8,674	98.5	99.3	99.3	87.4	98.9	98.9
MISSISSIPPI-TRAVELERS	1,323	98.0	99.7	99.7	92.4	99.3	99.3
NORTH CAROLINA-PRUDENTIAL	8,492	99.5	99.9	99.9	87.9	99.1	99.1
SO. CAROLINA B/S(NON-P&E)	3,838	98.0	98.9	98.9	96.0	95.8	95.8
SO. CAROLINA B/S(P&E)	0	0.0	0.0	0.0	0.0	0	0
TENNESSEE-EQUICOR, INC.	5,056	97.7	99.3	99.3	89.5	99.9	99.9

Table 11: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED AMBULANCE CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
CHICAGO REGION	75,497	97.8	99.2	69,548	92.1	97.8
ILLINOIS B/S (HCSC)	17,923	99.9	100.0	17,677	98.6	97.2
INDIANA B/S	9,978	97.2	99.8	8,011	80.3	100.0
MICHIGAN B/S	16,858	99.6	99.9	16,147	95.8	98.9
MINNESOTA B/S	704	99.4	100.0	556	79.0	100.0
MINNESOTA-TRAVELERS	1,086	99.1	100.0	1,045	96.2	99.0
OHIO-NATIONWIDE	24,070	94.8	97.8	21,425	89.0	96.6
WISCONSIN B/S	4,878	99.3	99.7	4,687	96.1	97.6
DALLAS REGION	39,367	99.0	99.9	33,627	85.4	99.6
ARKANSAS B/S	2,685	98.3	99.7	2,144	79.9	100.0
LA.-ARK. B/S	7,225	97.7	99.8	6,078	84.1	99.5
NEW MEXICO-AETNA	1,126	98.5	99.6	750	66.6	99.3
OKLAHOMA-AETNA	5,883	99.2	99.9	3,393	57.7	99.4
TEXAS B/S	22,448	99.5	99.9	21,262	94.7	99.6
KANSAS CITY REGION	11,185	98.1	98.8	10,262	91.7	98.8
IOWA B/S	3,093	99.3	99.8	2,913	94.2	99.7
IOWA	1,865	99.5	99.9	1,755	94.1	99.7
NEBRASKA	1,228	99.1	99.8	1,158	94.3	99.6
KANSAS B/S	2,464	99.1	100.0	2,337	94.8	98.4
MISSOURI B/S	1,742	98.3	98.6	1,598	91.7	99.9
MISSOURI-GENERAL AMERICAN	3,886	96.4	97.4	3,414	87.9	97.8
DENVER REGION	5,521	98.3	99.7	4,548	82.4	99.5
COLORADO B/S	3,010	98.7	99.9	2,545	84.6	99.3
MONTANA B/S	605	94.9	98.5	429	70.9	100.0
NORTH DAKOTA B/S	1,192	99.6	99.9	1,051	88.2	99.6
NORTH DAKOTA	619	99.8	100.0	551	89.0	100.0
SOUTH DAKOTA	573	99.3	99.8	500	87.3	99.2
UTAH B/S	488	96.5	99.6	344	70.5	99.7
WYOMING-EQUICOR, INC.	226	97.8	99.6	179	79.2	100.0
SAN FRANCISCO REGION	48,475	99.1	99.8	42,630	87.9	99.0
ARIZONA-NEVADA-AETNA	5,191	98.4	99.4	3,201	61.7	98.8
ARIZONA	4,287	98.7	99.6	2,655	61.9	99.4
NEVADA	904	97.0	98.3	546	60.4	95.8
CALIFORNIA B/S	17,468	98.8	99.8	15,429	88.3	99.1
CAL.-OCCIDENTAL (NON-P&E)	25,596	99.4	99.9	23,874	93.3	99.0
CAL.-OCCIDENTAL (P & E)	0	0.0	0.0	0	0.0	0
HAWAII-AETNA	220	98.6	99.5	126	57.3	98.4

Table 12 : CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED OTHER CLAIMS FOR JULY, 1987
ALL CLAIMS PROCESSED PERCENT CLEAN CLAIMS PROCESSED PERCENT

CARRIER	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
TOTAL	220,333	98.5	99.6	191,554	86.9	98.4
BOSTON REGION	16,757	98.3	99.4	15,729	93.9	97.0
CONNECTICUT-TRAVELERS	2,273	96.1	98.5	2,109	92.8	84.9
MASSACHUSETTS B/S	11,880	98.9	99.6	11,244	94.6	99.7
TRI-STATE	761	96.8	98.3	647	85.0	94.3
MAINE	323	96.9	97.8	260	80.5	96.2
NEW HAMPSHIRE	368	97.3	98.9	330	89.7	92.7
VERMONT	70	94.3	97.1	57	81.4	94.7
RHODE ISLAND B/S	1,843	97.6	99.5	1,729	93.8	95.6
NEW YORK REGION	20,188	95.8	98.1	17,011	84.3	98.5
NEW JERSEY-PRUDENTIAL	2,756	99.3	99.7	2,590	94.0	97.6
N.Y.-BINGHAMTON B/S	2,088	91.7	95.1	1,802	86.3	99.4
N.Y.-NEW YORK B/S	14,175	96.5	98.8	11,821	83.4	98.6
NEW YORK-GROUP HEALTH	431	97.9	100.0	400	92.8	100.0
PUERTO RICO B/S	738	80.8	85.0	398	53.9	98.5
PUERTO RICO	736	80.7	84.9	398	54.1	98.5
VIRGIN ISLANDS	2	100.0	100.0	0	0.0	0
PHILADELPHIA REGION	18,659	98.1	99.4	13,172	70.6	96.8
MARYLAND B/S	5,116	96.9	98.7	3,101	60.6	96.6
PENNSYLVANIA B/S	11,560	98.6	99.7	8,167	70.6	98.1
DELAWARE	225	99.1	99.6	186	82.7	98.9
DISTRICT OF COLUMBIA	2,994	98.5	99.6	2,053	68.6	100.0
PENNSYLVANIA	8,341	98.6	99.8	5,928	71.1	97.4
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	1,572	99.6	99.9	1,550	98.6	96.3
WEST VIRGINIA-NATIONWIDE	411	93.2	98.1	354	86.1	70.6
ATLANTA REGION	65,287	98.5	99.8	57,808	88.5	99.4
ALABAMA B/S	472	99.2	100.0	424	89.8	94.1
FLORIDA B/S	9,270	98.1	99.8	8,194	88.4	99.3
GEORGIA-PRUDENTIAL	1,179	99.3	99.8	1,124	95.3	99.1
KENTUCKY B/S	458	97.4	99.3	422	92.1	99.3
MISSISSIPPI-TRAVELERS	169	99.4	99.4	157	92.9	93.6
NORTH CAROLINA-PRUDENTIAL	1,212	99.6	99.9	1,058	87.3	99.5
SO. CAROLINA B/S(NON-P&E)	531	75.0	100.0	366	68.9	89.3
SO. CAROLINA B/S(P&E)	50,483	98.7	99.7	44,662	88.5	99.5
TENNESSEE-EQUICOR, INC.	1,513	99.2	99.6	1,401	92.6	99.6

Table 12: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED OTHER CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
CHICAGO REGION	37,768	99.0	99.6	34,314	90.9	97.5
ILLINOIS B/S (HCSC)	3,439	100.0	100.0	3,393	98.7	94.8
INDIANA B/S	1,492	98.6	99.8	1,410	94.5	99.6
MICHIGAN B/S	22,303	99.8	100.0	19,824	88.9	99.7
MINNESOTA B/S	59	100.0	100.0	55	93.2	100.0
MINNESOTA-TRAVELERS	170	99.4	100.0	159	93.5	95.0
OHIO-NATIONWIDE	5,829	96.1	98.2	5,322	91.3	94.3
WISCONSIN B/S	4,476	98.0	99.5	4,151	92.7	92.8
DALLAS REGION	11,664	99.6	99.9	10,776	92.4	99.7
ARKANSAS B/S	475	97.3	100.0	420	88.4	99.5
LA.-ARK. B/S	1,821	99.6	99.9	1,680	92.3	99.4
NEW MEXICO-AETNA	169	99.4	100.0	90	53.3	98.9
OKLAHOMA-AETNA	1,086	99.3	99.8	908	83.6	99.7
TEXAS B/S	8,113	99.8	100.0	7,678	94.6	99.8
KANSAS CITY REGION	1,706	97.4	99.3	1,558	91.3	97.7
IOWA B/S	780	97.2	99.2	727	93.2	97.5
IOWA	485	96.1	99.0	454	93.6	96.7
NEBRASKA	295	99.0	99.7	273	92.5	98.9
KANSAS B/S	307	100.0	100.0	281	91.5	100.0
MISSOURI B/S	301	98.0	98.7	284	94.4	97.5
MISSOURI-GENERAL AMERICAN	318	94.7	99.4	266	83.6	95.9
DENVER REGION	1,315	97.6	99.5	1,074	81.7	99.4
COLORADO B/S	682	98.5	99.6	611	89.6	99.2
MONTANA B/S	33	93.9	100.0	11	33.3	100.0
NORTH DAKOTA B/S	30	100.0	100.0	29	96.7	100.0
NORTH DAKOTA	25	100.0	100.0	24	96.0	100.0
SOUTH DAKOTA	5	100.0	100.0	5	100.0	100.0
UTAH B/S	563	96.8	99.5	420	74.6	99.8
WYOMING-EQUICOR, INC.	7	85.7	100.0	3	42.9	100.0
SAN FRANCISCO REGION	40,666	99.1	99.9	34,838	85.7	98.7
ARIZONA-NEVADA-AETNA	2,900	99.2	99.7	2,148	74.1	98.3
ARIZONA	2,376	99.3	99.8	1,722	72.5	99.3
NEVADA	524	98.7	99.2	426	81.3	94.1
CALIFORNIA B/S	5,803	99.1	99.8	5,089	87.7	98.3
CAL.-OCCIDENTAL (NON-P&E)	6,308	99.2	99.7	6,118	97.0	98.3
CAL.-OCCIDENTAL (P & E)	25,402	99.1	100.0	21,306	83.9	99.0
HAWAII-AETNA	253	100.0	100.0	177	70.0	99.4

Table 12: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR ASSIGNED OTHER CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	IN 30 DAYS
SEATTLE REGION	5,266	99.5	99.7	4,356	82.7	96.5
ALASKA-OREGON-AETNA	749	100.0	100.0	478	63.8	99.4
ALASKA	167	100.0	100.0	43	25.7	100.0
OREGON	582	100.0	100.0	435	74.7	99.3
IDAHO-EQUICOR, INC.	47	100.0	100.0	42	89.4	100.0
WASHINGTON B/S	4,470	99.4	99.6	3,836	85.8	96.1
WASHINGTON B/S	2,235	99.4	99.6	1,918	85.8	96.1
CLALLAM	54	100.0	100.0	54	100.0	100.0
COWLITZ	2	100.0	100.0	2	100.0	100.0
GRAYS HARBOR	144	99.3	100.0	136	94.4	99.3
KING	661	99.4	99.5	513	77.6	98.6
KITSAP	86	100.0	100.0	84	97.7	84.5
PIERCE	486	98.8	99.2	437	89.9	98.9
SKAGIT	19	100.0	100.0	15	78.9	100.0
SNOHOMISH	237	100.0	100.0	192	81.0	91.1
SPOKANE	412	99.5	99.8	360	87.4	91.1
WALLA WALLA	25	100.0	100.0	25	100.0	100.0
WHATCOM	109	99.1	99.1	100	91.7	100.0
RRB-TRAVELERS	1,057	99.6	99.9	918	86.8	89.4
AETNA	5,157	99.4	99.8	3,801	73.7	98.8
EQUICOR, INC.	1,567	99.2	99.6	1,446	92.3	99.6
NATIONWIDE	6,240	95.9	98.2	5,676	91.0	92.8
PRUDENTIAL	5,147	99.4	99.8	4,772	92.7	98.4
TRAVELERS (RRB EXCLUDED)	4,184	97.7	99.1	3,975	95.0	90.1

Table 13: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR UNASSIGNED CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	PERCENT IN		NUMBER	PERCENT	
		60 DAYS	90 DAYS		OF TOTAL	IN 30 DAYS
TOTAL	8,003,421	98.4	99.5	7,278,230	90.9	97.2
BOSTON REGION	265,316	96.6	98.3	242,691	91.5	93.2
CONNECTICUT-TRAVELERS	126,253	96.5	98.6	116,693	92.4	88.4
MASSACHUSETTS B/S	31,822	93.1	95.7	27,809	87.4	94.6
MAINE	96,320	97.4	98.6	87,656	91.0	98.4
NEW HAMPSHIRE	29,284	98.1	99.0	26,865	91.7	98.2
VERMONT	47,084	97.0	98.4	42,367	90.0	98.2
RHODE ISLAND B/S	19,952	97.4	98.4	18,424	92.3	99.0
	10,921	99.0	99.7	10,533	96.4	99.3
NEW YORK REGION	943,575	98.5	99.5	886,639	94.0	98.4
NEW JERSEY-PRUDENTIAL	317,518	98.8	99.6	302,861	95.4	97.3
N.Y.-BINGHAMTON B/S	138,215	98.4	99.7	125,409	90.7	98.9
N.Y.-NEW YORK B/S	410,921	98.5	99.4	386,447	94.0	98.8
NEW YORK-GROUP HEALTH	52,805	98.3	99.6	49,891	94.5	99.3
PUERTO RICO B/S	24,116	95.7	97.2	22,031	91.4	99.4
PUERTO RICO	23,942	95.7	97.2	21,885	91.4	99.5
VIRGIN ISLANDS	174	93.7	99.4	146	83.9	87.0
PHILADELPHIA REGION	529,665	97.2	98.9	461,986	87.2	95.3
MARYLAND B/S	57,084	96.7	98.8	35,087	61.5	95.1
PENNSYLVANIA B/S	299,797	97.4	99.1	266,633	88.9	97.3
DELAWARE	14,521	98.9	99.6	12,811	88.2	99.7
DISTRICT OF COLUMBIA	63,328	97.3	99.0	51,728	81.7	98.5
PENNSYLVANIA	221,948	97.3	99.1	202,094	91.1	96.9
PENNSYLVANIA-LAB.	0	0.0	0.0	0	0.0	0
VIRGINIA-TRAVELERS	127,450	98.9	99.8	121,463	95.3	95.9
WEST VIRGINIA-NATIONWIDE	45,334	92.3	95.5	38,803	85.6	79.4
ATLANTA REGION	1,464,329	98.1	99.5	1,312,960	89.7	98.7
ALABAMA B/S	70,374	99.5	99.9	65,910	93.7	99.4
FLORIDA B/S	586,409	97.5	99.5	511,789	87.3	99.2
GEORGIA-PRUDENTIAL	152,646	98.4	99.4	144,255	94.5	99.3
KENTUCKY B/S	122,503	98.4	99.5	112,714	92.0	98.8
MISSISSIPPI-TRAVELERS	66,043	98.3	99.7	63,344	95.9	96.8
NORTH CAROLINA-PRUDENTIAL	211,798	98.8	99.9	182,695	86.3	98.5
SO. CAROLINA B/S(NON-P&E)	95,695	97.8	99.0	85,958	89.8	95.0
SO. CAROLINA B/S(P&E)	717	96.8	99.2	575	80.2	100.0
TENNESSEE-EQUICOR, INC.	158,144	98.6	99.3	145,720	92.1	99.6

Table 13: CARRIER CLAIMS PROCESSING TIMELINESS DATA FOR UNASSIGNED CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	90 DAYS	NUMBER	OF TOTAL	IN 30 DAYS
PERCENT						
IN						
CHICAGO REGION	1,566,170	98.4	99.3	1,464,271	93.5	93.7
ILLINOIS B/S (HCSC)	412,183	99.9	100.0	393,283	95.4	98.4
INDIANA B/S	196,764	99.5	99.9	185,572	94.3	99.9
MICHIGAN B/S	142,797	99.7	99.9	136,688	95.7	99.3
MINNESOTA B/S	82,167	99.8	100.0	77,066	93.8	99.9
MINNESOTA-TRAVELERS	60,153	98.4	100.0	56,932	94.6	98.3
OHIO-NATIONWIDE	427,025	95.0	97.4	379,195	88.8	80.0
WISCONSIN B/S	245,081	99.4	99.8	235,535	96.1	96.5
DALLAS REGION	760,490	99.1	99.9	685,101	90.1	99.5
ARKANSAS B/S	58,570	99.2	99.9	54,280	92.7	99.7
LA.-ARK. B/S	106,617	97.9	99.7	96,474	90.5	99.1
NEW MEXICO-AETNA	33,692	99.1	99.8	25,879	76.8	99.6
OKLAHOMA-AETNA	141,904	99.4	99.9	121,310	85.5	99.6
TEXAS B/S	419,707	99.4	99.9	387,158	92.2	99.5
KANSAS CITY REGION	492,493	98.5	99.4	449,744	91.3	98.7
IOWA B/S	211,931	98.8	99.7	198,403	93.6	99.1
IOWA	139,761	99.0	99.8	131,318	94.0	99.3
NEBRASKA	72,170	98.5	99.6	67,085	93.0	98.8
KANSAS B/S	48,436	99.4	99.9	43,780	90.4	99.0
MISSOURI B/S	49,911	98.5	99.5	44,997	90.2	98.5
MISSOURI-GENERAL AMERICAN	182,215	97.8	98.9	162,564	89.2	98.2
DENVER REGION	272,058	98.6	99.6	239,903	88.2	99.3
COLORADO B/S	96,630	98.3	99.7	87,561	90.6	98.9
MONTANA B/S	45,557	97.9	98.9	37,866	83.1	98.9
NORTH DAKOTA B/S	83,412	99.6	100.0	76,344	91.5	99.6
NORTH DAKOTA	39,248	99.7	100.0	35,723	91.0	99.6
SOUTH DAKOTA	44,164	99.6	100.0	40,621	92.0	99.5
UTAH B/S	31,767	98.7	99.7	26,670	84.0	99.9
WYOMING-EQUICOR, INC.	14,692	96.4	99.1	11,462	78.0	99.6
SAN FRANCISCO REGION	817,678	98.8	99.7	714,958	87.4	98.9
ARIZONA-NEVADA-AETNA	154,446	98.6	99.7	104,032	67.4	99.0
ARIZONA	141,326	98.7	99.7	94,304	66.7	99.4
NEVADA	13,120	98.0	99.6	9,728	74.1	95.1
CALIFORNIA B/S	338,843	99.2	99.9	309,611	91.4	99.1
CAL.-OCCIDENTAL (NON-P&E)	304,610	98.4	99.5	285,783	93.8	98.6
CAL.-OCCIDENTAL (P & E)	299	97.3	99.3	244	81.6	99.2
HAWAII-AETNA	19,480	98.6	99.9	15,288	78.5	98.5

CARRIER	ALL CLAIMS PROCESSED			CLEAN CLAIMS PROCESSED		
	NUMBER	60 DAYS	PERCENT IN	NUMBER	OF TOTAL	PERCENT IN 30 DAYS
SEATTLE REGION	665,044	99.5	99.8	603,067	90.7	97.1
ALASKA-OREGON-AETNA	144,501	99.7	99.9	126,595	87.6	99.4
ALASKA	3,024	99.8	99.9	2,349	77.7	99.4
OREGON	141,477	99.6	99.9	124,246	87.8	99.4
IDAHO-EQUICOR, INC.	51,190	99.2	99.7	47,315	92.4	99.3
WASHINGTON B/S	469,353	99.4	99.8	429,157	91.4	96.2
WASHINGTON B/S	234,677	99.4	99.8	214,579	91.4	96.2
CLALLAM	5,070	99.9	100.0	4,819	95.0	99.7
COWLITZ	3,782	97.1	98.5	3,578	94.6	99.0
GRAYS HARBOR	3,941	99.9	99.9	3,740	94.9	99.7
KING	105,374	99.3	99.8	93,667	88.9	93.3
KITSAP	9,529	99.6	99.8	9,054	95.0	99.2
PIERCE	32,883	99.7	99.9	30,973	94.2	98.3
SKAGIT	10,175	99.9	100.0	9,597	94.3	99.8
SNOHOMISH	14,189	99.2	99.7	12,847	90.5	98.5
SPOKANE	38,030	99.5	99.9	35,511	93.4	97.3
WALLA WALLA	5,112	99.3	99.6	4,794	93.8	99.7
WHATCOM	6,591	99.5	99.9	5,998	91.0	99.8
RRB-TRAVELERS	226,603	99.3	100.0	216,910	95.7	98.9
AETNA	494,023	99.2	99.8	393,104	79.6	99.3
EQUICOR, INC.	224,026	98.6	99.4	204,497	91.3	99.5
NATIONWIDE	472,359	94.7	97.2	417,998	88.5	80.0
PRUDENTIAL	681,962	98.7	99.6	629,811	92.4	98.1
TRAVELERS (RRB EXCLUDED)	379,899	97.9	99.4	358,432	94.3	94.0

Table 14: CARRIER INTEREST DATA FOR ALL CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS ON WHICH INTEREST WAS PAID			INTEREST PAID	
	NUMBER	PERCENT OF ALL CLAIMS PROCESSED	PERCENT OF CLEAN CLMS PROCESSED	AMOUNT	AVERAGE AMOUNT PER CLAIM ON WHICH INTEREST PAID
TOTAL	473,554	1.6	1.7	\$203,239.40	\$0.43
BOSTON REGION	62,082	3.3	3.5	\$31,504.33	\$0.51
CONNECTICUT-TRAVELERS	35,905	7.7	8.1	\$14,865.70	\$0.41
MASSACHUSETTS B/S	17,348	1.9	2.0	\$12,345.70	\$0.71
MASSACHUSETTS TRI-STATE	4,246	1.3	1.4	\$3,274.53	\$0.77
MAINE	2,183	1.4	1.5	\$1,713.63	\$0.78
NEW HAMPSHIRE	1,460	1.2	1.4	\$1,069.37	\$0.73
VERMONT	603	0.9	1.0	\$491.53	\$0.82
RHODE ISLAND B/S	4,583	2.7	2.8	\$1,018.40	\$0.22
NEW YORK REGION	24,595	0.6	0.7	\$11,428.21	\$0.46
NEW JERSEY-PRUDENTIAL	14,363	1.4	1.6	\$7,982.29	\$0.56
N.Y.-BINGHAMTON B/S	3,300	0.5	0.5	\$1,096.89	\$0.33
N.Y.-NEW YORK B/S	5,859	0.3	0.4	\$1,996.76	\$0.34
NEW YORK-GROUP HEALTH	1,037	0.5	0.5	\$338.73	\$0.33
PUERTO RICO B/S	36	0.0 *	0.0 *	\$13.54	\$0.38
PUERTO RICO	28	0.0 *	0.0 *	\$10.54	\$0.38
VIRGIN ISLANDS	8	2.4	2.9	\$3.00	\$0.38
PHILADELPHIA REGION	71,677	2.2	2.5	\$47,778.81	\$0.67
MARYLAND B/S	4,856	0.0	0.0	\$3,210.87	\$0.66
PENNSYLVANIA B/S	25,373	1.0	1.1	\$36,378.27	\$1.43
DELAWARE	256	0.3	0.4	\$174.42	\$0.68
DISTRICT OF COLUMBIA	3,069	0.9	1.1	\$4,015.42	\$1.31
PENNSYLVANIA	22,043	1.1	1.2	\$32,187.90	\$1.46
PENNSYLVANIA-LAB.	5	0.0 *	0.0 *	\$0.53	\$0.11
VIRGINIA-TRAVELERS	10,510	2.1	2.2	\$3,110.98	\$0.30
WEST VIRGINIA-NATIONWIDE	30,938	14.5	16.5	\$5,078.69	\$0.16
ATLANTA REGION	42,251	0.8	0.8	\$22,534.33	\$0.53
ALABAMA B/S	1,635	0.4	0.4	\$1,288.46	\$0.79
FLORIDA B/S	13,075	0.6	0.6	\$5,581.96	\$0.43
GEORGIA-PRUDENTIAL	3,221	0.5	0.6	\$1,805.60	\$0.56
KENTUCKY B/S	2,166	0.5	0.6	\$614.21	\$0.28
MISSISSIPPI-TRAVELERS	7,548	2.8	2.8	\$5,660.36	\$0.75
NORTH CAROLINA-PRUDENTIAL	5,446	0.7	0.8	\$3,462.40	\$0.64
SO. CAROLINA B/S(NON-P&E)	7,587	2.5	2.7	\$3,667.50	\$0.48
SO. CAROLINA B/S(P&E)	157	0.3	0.3	\$150.72	\$0.96
TENNESSEE-EQUICOR, INC.	1,416	0.3	0.3	\$303.12	\$0.21

* LESS THAN 0.05

Table 14: CARRIER INTEREST DATA FOR ALL CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS ON WHICH INTEREST WAS PAID			INTEREST PAID	
	NUMBER	PERCENT OF ALL CLAIMS PROCESSED	PERCENT OF CLEAN CLMS PROCESSED	AMOUNT	AVERAGE AMOUNT PER CLAIM ON WHICH INTEREST PAID
CHICAGO REGION	180,123	3.5	3.6	\$45,871.14	\$0.25
ILLINOIS B/S (HCSC)	12,736	1.0	1.1	\$4,834.44	\$0.38
INDIANA B/S	594	0.1	0.1	\$277.97	\$0.47
MICHIGAN B/S	1,519	0.1	0.1	\$1,099.14	\$0.72
MINNESOTA B/S	36	0.0 *	0.0 *	\$4.91	\$0.14
MINNESOTA-TRAVELERS	1,093	0.6	0.7	\$289.28	\$0.26
OHIO-NATIONWIDE	150,068	11.9	13.1	\$33,751.30	\$0.22
WISCONSIN B/S	14,077	2.3	2.4	\$5,614.10	\$0.40
DALLAS REGION	11,453	0.5	0.5	\$4,368.03	\$0.38
ARKANSAS B/S	1,875	0.7	0.7	\$395.06	\$0.21
LA.-ARK. B/S	3,024	0.8	0.8	\$819.80	\$0.27
NEW MEXICO-AETNA	290	0.3	0.4	\$284.33	\$0.98
OKLAHOMA-AETNA	798	0.2	0.3	\$253.38	\$0.32
TEXAS B/S	5,466	0.4	0.4	\$2,615.46	\$0.48
KANSAS CITY REGION	16,371	1.1	1.2	\$7,105.38	\$0.43
IOWA B/S	2,402	0.5	0.5	\$821.32	\$0.34
IOWA	1,330	0.4	0.4	\$482.24	\$0.36
NEBRASKA	1,072	0.6	0.7	\$339.08	\$0.32
KANSAS B/S	1,912	0.8	0.9	\$645.43	\$0.34
MISSOURI B/S	2,595	1.1	1.2	\$1,278.63	\$0.49
MISSOURI-GENERAL AMERICAN	9,462	1.9	2.2	\$4,360.00	\$0.46
DENVER REGION	3,141	0.5	0.5	\$2,287.60	\$0.73
COLORADO B/S	1,705	0.6	0.7	\$1,854.77	\$1.09
MONTANA B/S	471	0.5	0.6	\$46.87	\$0.10
NORTH DAKOTA B/S	811	0.5	0.5	\$237.16	\$0.29
NORTH DAKOTA	331	0.4	0.4	\$141.36	\$0.43
SOUTH DAKOTA	480	0.5	0.6	\$95.80	\$0.20
UTAH B/S	84	0.1	0.1	\$94.75	\$1.13
WYOMING-EQUICOR, INC.	70	0.3	0.3	\$54.05	\$0.77
SAN FRANCISCO REGION	25,856	0.7	0.8	\$21,459.37	\$0.83
ARIZONA-NEVADA-AETNA	4,063	0.9	1.3	\$1,829.66	\$0.45
ARIZONA	1,985	0.5	0.8	\$574.65	\$0.29
NEVADA	2,078	2.9	3.5	\$1,255.01	\$0.60
CALIFORNIA B/S	7,817	0.6	0.7	\$3,914.85	\$0.50
CAL.-OCCIDENTAL (NON-P&E)	12,456	0.7	0.7	\$14,966.80	\$1.20
CAL.-OCCIDENTAL (P & E)	183	0.7	0.8	\$193.65	\$1.06
HAWAII-AETNA	1,337	1.7	2.1	\$554.41	\$0.41

* LESS THAN 0.05

Table 14: CARRIER INTEREST DATA FOR ALL CLAIMS FOR JULY, 1987

CARRIER	ALL CLAIMS ON WHICH INTEREST WAS PAID			INTEREST PAID	
	NUMBER	PERCENT OF ALL CLAIMS PROCESSED	PERCENT OF CLEAN CLMS PROCESSED	AMOUNT	AVERAGE AMOUNT PER CLAIM ON WHICH INTEREST PAID
SEATTLE REGION	30,341	2.0	2.2	\$7,596.06	\$0.25
ALASKA-OREGON-AETNA					
ALASKA	1,797	0.6	0.7	\$562.42	\$0.31
OREGON	29	0.3	0.3	\$15.13	\$0.52
IDAHO-EQUICOR, INC.	1,768	0.6	0.7	\$547.29	\$0.31
WASHINGTON B/S	365	0.5	0.5	\$82.76	\$0.23
WASHINGTON B/S	28,179	2.5	2.7	\$6,950.88	\$0.25
CLALLAM	14,097	2.5	2.7	\$3,475.44	\$0.25
COWLITZ	23	0.3	0.3	\$3.90	\$0.17
GRAYS HARBOR	161	1.7	1.8	\$31.26	\$0.19
KING	62	0.6	0.6	\$25.66	\$0.41
KITSAP	10,523	4.2	4.7	\$3,076.29	\$0.29
PIERCE	252	1.2	1.2	\$36.80	\$0.15
SKAGIT	487	0.6	0.7	\$36.70	\$0.08
SNOHOMISH	16	0.1	0.1	\$2.89	\$0.18
SPOKANE	249	0.8	0.9	\$80.27	\$0.32
WALLA WALLA	2,275	2.0	2.2	\$128.90	\$0.06
WHATCOM	20	0.2	0.2	\$49.61	\$2.48
	14	0.1	0.1	\$3.16	\$0.23
RRB-TRAVELERS	5,664	0.7	0.8	\$1,306.14	\$0.23
AETNA					
EQUICOR, INC.	8,285	0.7	0.8	\$3,484.20	\$0.42
NATIONWIDE	1,851	0.3	0.3	\$439.93	\$0.24
PRUDENTIAL	181,006	12.3	13.6	\$38,829.99	\$0.21
TRAVELERS (RRB EXCLUDED)	23,030	0.9	1.1	\$13,250.29	\$0.58
	55,056	3.9	4.1	\$23,926.32	\$0.43

CARRIER WORKLOAD AND PROCESSING TIME REPORT

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

- A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.
- B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.
- C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.
- D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.
- E. Denied--Claims denied in full for any reason.
- F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)
- G. Total Claims Pending--The total number of claims pending at the end of the month.
- H. Days Work on Hand--Claims pending end of month times the number of budgeted working days for the most recent 12 months divided by the budgeted claims processed for the most recent 12 months.

Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

- A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).
- B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.
- C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.
- D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Number and Percentage Distribution of Pending Claims

- A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.
- B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

- A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).
- B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.
- C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.
- D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

Medicaid Crossover Claims

- A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.
- B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.
- C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

Processing and Payment Time (PPC) Data - All Claims Processed

- A. Number--The total number of claims processed to completion during the month. For paid claims, a claim is considered processed when the check is mailed.
- B. Percent Processed in 30 Days-- The total number of claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent Processed in 60 Days-- The total number of claims processed to completion in 60 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.
- D. Percent Processed in 90 Days-- The total number of claims processed to completion in 90 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Processing and Payment Time (PPC) Data - Clean Claims Processed

- A. Number-- The number of clean claims processed to completion during the month. For paid claims the claim is considered processed when the check has been mailed.
- B. Percent of Total-- The number of clean claims processed to completion divided by the number of claims processed to completion during the month, with the result multiplied by 100.
- C. Percent in 30 Days-- The number of clean claims processed to completion in 30 days or less divided by the total number of claims processed to completion during the month, with the result multiplied by 100.

Interest Claim Data

- A. Number of Claims-- The number of claims on which interest was paid in the reporting month.
- B. Amount of Interest Paid-- The amount of interest paid on clean claims not paid within 30 days for the reporting month.

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